Will I be treated fairly?

We regard equality and diversity as integral to the way it works. Our team will ensure that everyone is treated fairly and that no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation, religion or belief.

If you choose to make a complaint, we will also ensure that this does not impact in any way on the care that you receive from our team.

Can I give you some positive feedback?

If you wish to compliment us on any aspect of the care you have received, or highlight any individual member of the team, we would be delighted to hear from you:

- Speak to any member of the team
- Write to us at the address below
- Email us at the address below
- Fill in an online comment via the link on our website

Complaints Manager
Community Dental Services
Colworth House
Colworth Park
Sharnbrook
Bedfordshire
MK44 1LZ

Tel: **0333 207 5992**
Email: **complaints@cds-cic.co.uk**

Improving Oral Health in Ever More Communities

Contact us

If you would like to speak to someone about any aspect of our dental service please contact:

Community Dental Services CIC
Colworth House, Colworth Park
Sharnbrook, Bedfordshire MK44 1LZ

Telephone: 0333 207 5992 / Email: info@cds-cic.nhs.uk
www.communitydentalservices.co.uk

PROUD TO BE A MEMBER OF EOA EMPLOYEE OWNERSHIP ASSOCIATION BETTER BUSINESS TOGETHER

WE'RE A SOCIAL ENTERPRISE BUSINESS WHERE SOCIETY PROFITS

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Community Dental Services

How to make a complaint

www.communitydentalservices.co.uk

A Social Enterprise

Providing NHS Dentistry NHS

Responding to your concerns

We want you to receive the best service and care in all our clinics. However, we do recognise that problems sometimes come up, and we want to deal with any issues as fairly and quickly as possible.

This leaflet tells you what you can do if you wish to make a complaint or wish to bring a matter that concerns you to our attention.

How do I express my concerns?

We encourage all our patients to discuss any concerns they may have with the person responsible for their care straight away. However, there are always senior members of the team available to deal with any problems and you are welcome to ask to speak to one of them at any point.

We hope that in the majority of cases this will resolve any issues. If, however, the clinic team are unable to resolve the issue to your satisfaction, you may choose to follow the process outlined in this leaflet to make a formal complaint.

When should I complain?

Normally you should complain within 12 months of the problem happening.

However, we will take a flexible approach and may consider complaints received outside that 12 month period, where it is reasonable to do so.

Before you complain

Before making a complaint, think carefully about what you would like the outcome to be, for example, are you seeking:

- an apology?
- an explanation?
- changes and improvements?
- to make professionals aware?
- to prevent something happening again?

Who can complain?

Anyone can complain about their care. Complaints may also be made on behalf of a child, a person who has died, or someone who is incapacitated in any way and unable to do so themselves.

If someone asks you to act on their behalf, it is a good idea to obtain their consent in writing straight away because we will ask you for that before any complaint can be investigated.

How do I make my complaint?

If you wish to make a formal complaint about any aspect of your care, please contact our Complaints Manager at this address:

Complaints Manager
Community Dental Services
Colworth House
Colworth Park
Sharnbrook
Bedfordshire
MK44 1LZ

Tel: **0333 207 5992**
Email: **complaints@cds-cic.co.uk**

Our aim is to ensure that all patients are fully able to communicate any problems they may have regarding their care so that we can ensure that issues are resolved whenever possible.

Can I complain to anyone else?

If you do not wish to contact us directly, you may choose to complain to the team at NHS England, which holds the contract for the NHS services we offer. They can be contacted at this address:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: **0300 311 22 33**
Email: **england.contactus@nhs.net**