

# Complaints Charter

At Portman Dental Care we pride ourselves on the high quality of care we provide our patients and we aim to look after you as we wish to be looked after ourselves. This Complaints Charter outlines our commitment to you, should you wish to raise a complaint, concern, or feedback to us.

## Our core principles:

- All of your feedback is important to us
- We want to make it easy for you to raise a concern or complain, if you need to
- We follow a complaints procedure and keep you informed
- We will try to answer all your questions and any concerns you raise
- We want you to have a positive experience if you have feedback for us
- Your feedback helps us to improve our service

## Our commitment to you:

- We want to assure you that we will not act defensively towards your complaint
- You will never be penalised because you chose to raise your concerns
- We will take your complaint seriously and we will respect your confidentiality\*
- We will acknowledge your complaint in writing within 3 working days
- We will work to resolve your complaint within the practice, but will also escalate your complaint to other teams where appropriate
- If your complaint is regarding your treatment, your complaint will be passed to the treating clinician in order for them to provide a response and resolution
- We will aim to provide a response to your complaint in full within 20 working days
- If there is a delay in providing you a response, we will contact you and advise you of the delay at the earliest possible opportunity

Your feedback matters