

Practice Complaints Procedure for Patients

Acorn Dental aims to meet and exceed your expectations of care and service. If you are not fulfilled with any aspect of our service, please let us know as soon as possible to allow us to address your concerns promptly. We take complaints very seriously; and a thorough investigation is carried out to reach a fair outcome. We aim to resolve any complaints as efficiently, effectively, and politely as possible. We will never discriminate against patients who have made a complaint.

For Moseley NHS patients: A complaint will have to be made within 12 months of the incident or event occurring which is the cause for concern.

The 12-month time lapse does not apply to the private patients at Moseley, Barnt Green and Blythe Valley

We aim to acknowledge your complaint within 3 working days and reply to the matter within 10 working days.

Complaints Managers:

Moseley

Dr Manoj Parmar
208 Swanshurst Lane
Crescent
Moseley
Birmingham
B13 0AW
0121 777 1537
welcome@acorndental.co.uk
blythevalley@acorndental.co.uk

Barnt Green

Mrs Jodie Lynch
22a Hewell Road

Barnt Green
Birmingham
B45 8NE
0121 447 7300

jodie.lynch@acorndental.co.uk

Blythe Valley

Dr Manoj Parmar
Unit 3, 44 Brambles

Solihull
Birmingham
B90 8DJ
0121 816 0060

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when the person is next available. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. When the investigation has been completed, you will be informed of its outcome in writing and invited to a meeting to discuss the results and any practical solutions that we can offer to you.

Please note that we adhere strictly to the rules of patient confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed unless they are incapable of providing this.

We regularly analyse patient complaints to learn from them and improve our services. That is why we always welcome your feedback, comments, suggestions, and complaints. We hope that if you have any issues, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and improve our practice. However, if

you feel that the matter remains unresolved or that you cannot raise the complaint with us, you may address your complaint to:

CQC – Care Quality Commission complaints

- Online contact form, Telephone: 03000 616161
- Email: enquiries@cqc.org.uk

Dental Complaints Service- private treatments only

- Please contact us on: 0208 253 0800 (Mon-Fri 9am-5pm)
 - By email: info@dentalcomplaints.org.uk
 - Write to: Dental Complaints Service, 37 Wimpole Street, London W1G 8DQ
- Online: <https://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients->

NHS complaints only

- **Write to:** NHS Birmingham and Solihull Integrated Care Board, Patient Experience and Complaints Team, First Floor, Wesleyan, Colmore Circus, Birmingham, B4 6AR
- **Email for complaints and patient enquiries:** bsol.patientexperience@nhs.net
- **Call:** 0121 203 3313

If you are unhappy with the outcome with either the practice or NHS, then you should contact your local Ombudsman. The Ombudsman makes the final decision on complaints that have not been resolved by the practice or NHS.

- please call us on: 0345 015 4033.
- Visit the website:
<https://www.ombudsman.org.uk/making-complaint/complain-us-getting-started>

