

Complaints Procedure - This practice operates a complaints procedure as part of its dealing with patients' complaints which complies with the HSC complaints procedure and also in compliance with The Independent Healthcare Regulations (Northern Ireland) 2005 requirements.

Patients are asked that in the event of any complaint, to speak directly or write to the clinician concerned, or to our Practice Manager Janice Channing. Patients who require further advice regarding the complaints process should direct their enquiry to her who, when applicable, may recommend the services of an independent advocate (e.g. The Patient and Client Council).

Address: 2nd Floor, Centre House, 79 Chichester St, Belfast BT1 4JE

Phone: 0800 917 0222

A copy of the complaints process is held in the waiting room.

If this is a complaint regarding NHS dental treatment and you are not happy with the practice response to your complaint, you can contact the HSCB Complaints Officer at:

SPPG Western Area Board,
12-22 Linenhall Street,
HSC Board Headquarters,
Belfast.
BT2 8BS

Telephone: 028 9536 3893
Email: complaints.hscb@hscni.net
Website: Health and Social Care Board

If you remain unhappy you can refer your complaint to the Northern Ireland Public Services Ombudsman:

Progressive House,
33-37 Wellington Pl,
Belfast.
BT1 6HN

Telephone: 0800 343424

NIPSO will look at your complaint and decide whether they should investigate it.

Complaints about private dental treatment, if not satisfied with the in house process, should be referred to;

Dental Complaints Service
37 Wimpole Street
London
W1G 8DQ
Telephone: 020 8253 0800

This procedure should be followed if you are complaining on behalf of someone else.

The rules of medical confidentiality will be adhered to if the complaint is received on behalf of someone else. A note signed by the person concerned will be required, unless they are incapable (e.g. because of illness) of providing this to allow the complaint to be investigated.

The Regulation and Quality Improvement Authority (RQIA) is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements in the quality of those services.

RQIA does not investigate complaints. However, through their regulatory activities, they have an important role in ensuring all regulated services have an effective complaints procedure, take complaints seriously and investigate complaints thoroughly, in line with DHSSPS complaints guidelines.

James House, 2-4 Cromac Ave, Belfast, BT7 2JA

info@rqia.org.uk

028 9536 1111 (9am - 5pm Mon to Fri)