Code of Practice for Patient Complaints

At Moira Dental Care we want to ensure that all of our patients are pleased with their experience of our service. We take complaints very seriously. The complaints manager is Simon Ingram. All complaints about our services will be dealt with by the complaints manager. Any complaints about clinical care will be dealt with by the dentist concerned.

Patients should be confident that they will be listened and responded to without fear of discrimination. Any complainant can be assured that they will be treated in a manner respecting their human rights and diversity; in a sensitive manner.

Formal complaints are acknowledged in writing within 3 working days. We will endeavour to investigate complaints speedily and efficiently. The complainant will be kept informed of progress.

We would strive to have completed the investigation into the complaint within 10 working days, at which point we provide the patient with a written report.

If the complainant is not satisfied with the result, we will endeavour to discuss the complaint further and try and resolve the issue.

If this cannot be agreed then the complaint may be referred to:

NHS Patients

- Northern Ireland Ombudsman, Freepost NIPSO, Progressive House, 33 Wellington Place, Belfast, BT1 6HN, Tel: 0800 343424 or www.nipso.org.uk/nipso
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ, Tel: 0845 222 4141
- Health and Social Care Board, Complaints Office, 12-22 Linenhall Street, Belfast, BT1 6HN, Tel: 02895 363893

Private Patients

- The Regulation and Quality Improvement Authority (RQIA) 9th Floor, Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT
- The General Dental Council, 37 Wimple Street, London, W1M 8DQ, Tel: 0845 222 4141
- The Dental Complaints Service, 37 Wimpole Street, London, W1G 8DQ, Tel: 020 82530 800 Please note a copy of our most recent inspection report with RQIA is available on their website.
- Strategic Planning & Performance Group, 12-22 Linenhall Street, Belfast, BT2 8BS Tel. 03005550115