



A Modern Dental Company

## TRULY COMPLAINTS PROCEDURE

Dear Patient,

It is always our aim to have satisfied patients and here at Truly we strive for not just excellence in clinical care but also excellence in patient service. We aim to resolve any complaints as efficiently, effectively and politely as possible. On occasion we may fall below our expectations. We take complaints very seriously as it allows us to continuously improve our clinical care. We investigate complaints in a full and fair way and take great care to protect your confidentiality. We never discriminate against a patient who makes a complaint and will continue to provide nothing short of excellent clinical care after the complaints process is resolved.

If you are not entirely satisfied with any aspect of your care or service please let us know as soon as possible to allow us to address your concerns promptly.

The practise manager is the complaints manager on site and will be your personal contact to assist you with any complaints. When required the practise manager will liaise with the clinical director if there is any doubt regarding the standard of medical care. Please email the practise directly and address the subject heading "Complaint, for the attention of practise manager" with a description of your complaint.

The complaints manager will acknowledge a response in writing within 2 working days. If the complaints manager is on annual leave or unavailable we will escalate the complaint to head of operations.

When the investigation has been completed you will be informed of its outcome in writing and the results along with any practical solution that we can offer you will be submitted in writing. Solutions could include replacing treatment, refunding fees paid, referring you to a colleague or other solutions depending on the nature of the complaint. The investigative phase is a maximum duration of 15 working days. Please note we will remain cordial and at your service at all times but any disrespectful or aggressive behaviour toward a staff member will result in the immediate termination of any practise patient relationship.

Should you be unhappy with the result of the investigations you are entitled to escalate directly to an independent governing body – The Irish Dental Council found here

<http://www.dentalcouncil.ie/>