



# When something goes wrong, *we say so*

Our duty of candour — what we will tell you, when, and  
what you are entitled to expect from us.

Dentistry is a human business and things occasionally go wrong.  
When they do, you are entitled to be told — promptly, honestly, in  
person, and with an apology.



# What the duty of candour means

It is the obligation on every dental professional, and on us as an organisation, to be open and honest with you when something goes wrong with your care.

It is not something you have to ask for. It is not triggered by you complaining. It does not depend on how serious the problem turns out to be, and it does not depend on whether anyone was at fault. If something has gone wrong in your treatment, you are entitled to know about it — and we are obliged to tell you.

We will tell you what happened, apologise, explain what it means for you, and put it right where we can.

That is the whole of it. Everything else in this document is detail about how and when.

## Where the duty comes from

Every dentist, hygienist, therapist, nurse and technician on our team is personally bound by a professional duty of candour set by their regulator — the Dental Council in Ireland, and the General Dental Council in the United Kingdom. It applies to them as individuals, and we cannot relieve them of it.

On top of that, Truly as an organisation is bound by statutory duties which differ depending on where you were treated. Those add formal steps for the most serious incidents. They set a floor, not a ceiling: we apply the same open approach everywhere, whatever the local statute requires.

# What we will do

1

## Look after you first

Before anything else, we address whatever clinical care you need. Nothing in this process delays your treatment. Where harm has been caused, we take the steps needed to deal with it, including arranging further treatment or care.

2

## Tell you at the time

As soon as we realise something has gone wrong, we tell you — clearly, in plain language, and without waiting for anyone's permission. We do not wait for an investigation to finish before telling you something has happened.

3

## Meet you, in person

For anything significant we will ask to meet you face to face, privately, with enough time. You are welcome to bring someone with you, and you are welcome to send us your questions beforehand so we can answer them properly rather than off the cuff.

4

## Tell you everything we know

What happened. When it happened, and when and how we became aware of it. What the consequences are so far, what we think is likely, and what we think is unlikely. What treatment and care we are providing to address it. What further enquiries we are making. And — importantly — **what we do not yet know**. We would rather tell you we are uncertain than give you false confidence.

5

## Apologise

Personally and specifically, not "we apologise for any inconvenience". An apology is not an admission of legal liability — the law in every country we work in says so expressly — and no one here will ever withhold one from you out of concern about how it might look.

6

## Put it in writing

Within five working days of meeting you, we send you a written account of everything we discussed, with the apology repeated, the name and direct contact details of the person looking after you, and the date you will hear from us again.

7

## Come back to you with the answers

When our enquiries are complete we tell you what we found, in writing. If new information emerges later, we come back to you again — we do not wait for you to chase us.

8

### **Change something**

Every incident is reviewed for what it teaches us, and we tell you specifically what we have changed as a result. Not "lessons have been learned" — what we actually did differently.

# What you are entitled to

## A named person

One person, named, whose direct telephone number and email you have, who stays with you throughout. If they leave or are away, we tell you who has taken over — you should never discover it by ringing and being told they no longer work here.

Clinical oversight of open disclosure across the group sits with our Chief Medical Officer, **Dr Ksenija Zaporozceva** ([ksenija@damestreetdental.ie](mailto:ksenija@damestreetdental.ie)).

## Support

Practical help if you need it: an interpreter at our cost, information in another format, someone with you at the meeting, or time to take advice before you decide anything.

## Your care, put right

Where remedial treatment is needed, we arrange and fund it. If you would prefer to be treated elsewhere, we will arrange and fund that instead — and we will transfer your records promptly and without charge.

## All of your other rights, untouched

Being told openly about a problem takes nothing away from you. You can still make a complaint, still take legal advice, still bring a claim, still ask for your records, and still contact a regulator.

**We will never ask you to sign anything, agree to anything, or keep anything confidential in exchange for being told what happened.** If anyone ever suggests otherwise, please tell us at [complaints@trulydental.ie](mailto:complaints@trulydental.ie) and it will be dealt with by someone independent.

## And if you would rather not know the details

Some people would prefer not to go through it. That is entirely your choice — tell us and we will record it, and you can change your mind and ask us at any point afterwards.

# Where you were treated makes a difference

The formal statutory duties differ by country. We apply the same approach everywhere, but you may find it useful to know what applies to you.

| If you were treated in            | What applies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Republic of Ireland</b>        | Your dentist is bound by the Dental Council's Code of Practice, which requires them to tell you about any adverse event at the time or as soon as possible afterwards. For the most serious incidents, the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023 requires us to hold a formal disclosure meeting with you, give you written statements, and notify HIQA. For everything else we use the voluntary open disclosure procedure under the Civil Liability (Amendment) Act 2017, which protects any apology we make from being treated as an admission of liability. |
| <b>England</b>                    | We are bound by Regulation 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. For a notifiable safety incident we must notify you in person, give you a true account of the facts, provide support, apologise, and follow up in writing with the results of our enquiries.                                                                                                                                                                                                                                                                                   |
| <b>Scotland</b>                   | We are bound by the organisational duty of candour under the Health (Tobacco, Nicotine etc. and Care) (Scotland) Act 2016. It has the widest trigger in the UK. It also requires us to offer you a written apology, to carry out a review and take account of your views, and to publish an annual report on how we have met the duty.                                                                                                                                                                                                                                                       |
| <b>Wales and Northern Ireland</b> | There is no statutory organisational duty of candour for private dental care in either country. The professional duty on your dentist applies in full, we must notify the regulator of serious incidents, and we apply the procedure in this document voluntarily. You should expect exactly the same from us in Cardiff or Belfast as in Dublin or Edinburgh.                                                                                                                                                                                                                               |

## If you are not satisfied with how we have handled it

Please tell us — [complaints@trulydental.ie](mailto:complaints@trulydental.ie), or **Mags Simpson, VP of Operations**, at [mags@trulydental.ie](mailto:mags@trulydental.ie) — and it will be dealt with under our complaints procedure, which is published alongside this document. That includes a review by someone who had no part in the original decision, and then a review by someone from outside Truly entirely.

You can also contact any of the organisations listed in our complaints procedure at any time, including the **Dental Council of Ireland** ([dentalcouncil.ie](http://dentalcouncil.ie), +353 1 676 2069), the **Dental Complaints Service** for private treatment in the UK ([dcs.gdc-uk.org](http://dcs.gdc-uk.org), 020 8253 0800), or the **General Dental Council** ([gdc-uk.org](http://gdc-uk.org)). You do not need to come to us first.



We would rather tell you than have you find out.

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[complaints@trulydental.ie](mailto:complaints@trulydental.ie) · [info@trulydental.ie](mailto:info@trulydental.ie) · (01) 525 2670 · [trulydental.ie](http://trulydental.ie)

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Published alongside our Complaints Procedure and our Privacy Notice.