

Oral Health Foundation | Fact sheets

NHS Dental Complaints

(England)



**Oral Health
Foundation**

Better oral health for all

NHS Dental Complaints (England)

I want to make a complaint about my NHS dentist – what should I do?

Try to talk to your Dentist about your cause for concern and discuss the possibility of putting things right before you consider taking the matter further.

However, if you do wish to take the matters further, write a formal letter of complaint directly to the practice (addressed to the Complaints/Practice Manager) or an email or phone call if you prefer. Ensure you retain a copy any letters for your own records. We would suggest if sending a letter, that this be sent by “Signed For”. If you send an email, you may be able to send the email with a delivery/sent receipt.

The letter or email should be acknowledged and a timescale for responding to your complaint should be discussed with you. In your letter, you should detail exactly what you are unhappy about and what you would like resolved.

I’m not happy with the response from my dentist – what now?

If you do not receive a response with which are you are satisfied with, you can contact NHS England at www.nhs.uk. The complaints procedure can be found here <http://www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx>

Email: england.contactus@nhs.net **Telephone:** 0300 311 2233

Write: NHS England, PO Box 16738, Redditch, B97 9PT

Alternatively, you may contact your Clinical Commission Group (CCG). Details of your local CCG can be found by going to www.nhs.uk.

I’m still not happy and want to take my complaint further. What can I do?

If you still feel your complaint has not been resolved to your satisfaction you can refer the matter to the Parliamentary and Health Service Ombudsman (PHSO). The PHSO is independent of the NHS and the Government. You must write to the Ombudsman within one year of the event. However, they will not usually consider a complaint if you have not tried to resolve the matter through the NHS complaints procedure first.

The contact details for the PHSO are:

Online: www.ombudsman.org.uk **Telephone:** 0345 015 4033

Write: Health Service Ombudsman, Millbank Tower, London, SW1P 4QP

The Care Quality Commission (CQC) check that NHS care services are meeting national standards. They do not take up complaints, but your feedback about a practice helps the CQC to decide whether it requires inspection.

The contact details for the CQC are:

Online: www.cqc.org.uk

Telephone: 03000 616161

Write: CQC National Customer Service, Centre Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

I think my dentist has been negligent – whom do I inform?

The General Dental Council deal with complaints against Dentists and all other Dental Care Professionals. This could be a complaint that is so serious, it may be necessary to consider whether they should be stopped from practising. The General Dental Council produce a leaflet about complaining against a dentist.

You can contact them at www.gdc-uk.org.

Email: complaints@gdc-uk.org

Telephone: 0207 167 6000

Write: General Dental Council, 37 Wimpole Street, London, W1G 8DQ

Need further advice?

The Dental Helpline is the Oral Health Foundation's own confidential advice service. Qualified dental professionals are available to answer your questions personally from 9am – 5pm, Monday to Friday.

The Oral Health Foundation is an independent, UK based charity dedicated to promoting the benefits of good oral health to the public throughout the world. The Oral Health Foundation promotes three key messages:

- Brush your teeth last thing at night and at least one other time during the day, with a fluoride toothpaste.
- Cut down on how often you have sugary snacks and drinks.
- Visit your dentist regularly, as often as they recommend.



**Dental
Helpline**
01788 539780
Oral Health Foundation

Visit us online at www.dentalhealth.org