

Complaints about any element of your care at Blundell & Blundell Family Dental Practice

If you are unhappy with the care or treatment you receive and our staff cannot resolve the issue immediately, please ask to speak to Paul or Hilary Blundell. If you feel more comfortable communicating indirectly, our personal e-mail is blundells4@hotmail.co.uk. Your complaint will be treated in confidence, and we welcome this feedback as a way of ensuring we are meeting the right standards of care for our patients.

Please provide

- Contact Details.
- Who or what is being complained about.
- Where and when the events of the complaint happened.
- Where possible, what remedy is being sought e.g an apology, an explanation, a refund or a change to services.

You should try to complain as soon as possible, usually within six months of you becoming aware that you have a cause for complaint and normally no longer than 12 months after the event.

Your complaint will be acknowledged within 2-3 working days of receipt. You should receive a full response within 10.

Some complaints take longer to resolve than others. You should be told if this is the case and be given an explanation.

Help with making a complaint if you feel unable to approach us directly

Health and social care service complaints managers can provide you with more information on how to make a complaint. You can also contact the Patient and Client Council who can provide free and confidential advice, information and help to make a complaint. Specialist advocacy services may also be available. Complaints managers or the Patient and Client Council can tell you about these.

A complainant has the right to lodge his/her complaint with the Health and Social Care Board's (HSCB) Complaints Manager if he/she does not feel able to approach immediate staff.

Where requested, the HSC Board will act as "honest broker" in the resolution of a complaint. The objective for the HSC Board should be, wherever possible, to restore the trust between the patient and the practitioner/practice staff. This will involve an element of mediation on the part of the HSC Board or the offer of conciliation services where they are appropriate. The HSC Board's Complaints Manager should seek - with the complainant's agreement - to involve the Dental Practice's Complaints Manager (Paul Blundell) as much as possible in resolving the issues. The HSC Board's Complaints Manager is also available to practice staff for support and advice.

If you remain unhappy, you can refer your complaint to the Northern Ireland Commissioner for Complaints (the Ombudsman). The Ombudsman will look at your complaint and decide whether he should investigate it.

Health and Social Care Board

Complaints Office
HSC Board Headquarters
12-22 Linenhall Street
Belfast
BT2 8BS
Tel: 028 9032 1313
Email: complaints.hscb@hscni.net
Website: www.hscboard.hscni.net

Patient Client Council

1st Floor
Lesley House
25-27 Wellington Place
Belfast
BT1 6GQ
Freephone: 0800 917 0222
Website: www.patientclientcouncil.hscni.net

The Ombudsman

Freepost BEL 1478
Belfast
BT1 6BR
Freephone: 0800 34 34 24
Email: ombudsman@ni-ombudsman.org.uk
Website: www.ni-ombudsman.org.uk