

Jennyfields Dental Practice  
Jennyfield Health Centre  
Grantley Drive  
Harrogate  
HG3 2XT

### Complaints Procedures

We hope that you are satisfied with the dental treatment provided. However, if this is not the case, the practice uses the following complaints procedure. Please note that we take all complaints seriously.

If complaining orally, then please do so directly to Mr Homa or indirectly to the receptionist. We will endeavour to act either immediately or as soon as possible. All details will be recorded in writing.

All complaints will be acknowledge either in writing within the period of 3 working days, beginning with the day on which the complaint was received.

The complainant will be given a written summary of the investigation and its conclusions within a reasonable period.

If the investigation of the complaint requires consideration of the patient's dental records, Mr Homa will inform the patient or person acting on their behalf if the investigation will involve disclosure of information contained in those records to a person outside the practice.

If after receiving either a written or oral explanation you are not satisfied or if you would you prefer to complain to an unconnected party then please write to: Ombudsman, The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP. Telephone: 0345 051 4033. Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk).

Alternatively if the patient feels unable to complain to the Practice, the complaint can be made to NHS England as the commissioner of the service. Contact details are: Complaints Manager, HD England, PO Box 16738, Redditch, B97 9PT. Alternatively you can email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net), or telephone: 0300 3211 2233