



# SLIEVE COMMEDAGH CLINIC

COMPLAINTS POLICY

2025



## COMPLAINTS POLICY

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

The procedure is based on these objectives. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Dr. Philip Teggart BDS.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Dr. Teggart immediately. If Dr. Teggart is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period, or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing, the letter will be passed on immediately to Dr. Teggart.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.

5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days. We will seek to respond to the complaint within 10 working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone.

If we are unable to respond to the complaint within 10 working days we will notify the patient, giving reasons for delay and a likely period within which the investigation will be completed.

6. We will confirm the decision about the complaint in writing immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If patients are not satisfied with the result of the procedure, then a complaint may be made:

(a) For patients where the complaint is about NHS dental treatment:

1. South Eastern HSC Trust,  
Complaints Department Lough House,  
Ards Community Hospital,  
Church Street, Newtownards BT23 4AS

Telephone: 028 9056 1427

Email: [complaints@setrust.hscni.net](mailto:complaints@setrust.hscni.net) | Website: South Eastern HSC Trust

2. Patient/Client Services Officer,  
12-22 Linenhall Street, Belfast, BT2 8BS
3. The General Dental Council,  
37 Wimple Street, London, W1M 8DQ

(b) For patients where the complaint is about private dental treatment:

1. The Dental Complaints Service,  
The Lansdowne Building, 2 Lansdowne Road, Croydon,  
Greater London CR9 2ER,

Telephone 08456 120 540 or

[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) for complaints about private treatment.

2. The General Dental Council,  
37 Wimple Street, London, W1M 8DQ

The Regulation and Quality Improvement Authority may be contacted for information however do not deal with complaints directly.

The Regulation and Quality Improvement Authority,  
Riverside Tower, 5 Lanyon Place, Belfast, BT1 3BT

Email: [info@rqia.org.uk](mailto:info@rqia.org.uk) | Website: [www.rqia.org.uk](http://www.rqia.org.uk)

A record of any complaints will be sent annually to RQIA and the department of Health and Social Services as per regulations.

Dr. Philip Teggart | Owner & Clinical Director  
Slieve Commedagh Clinic

Date 31/03/2005

BMSc (First Class Hons) BDS (with commendation) MJDF RCS (Eng) Assoc FCGDent (UK)  
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