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Pembroke
Clinic

Pembroke Dental Complaints Policy

Revised Date: 08th February 2023

Pembroke Dental is committed to providing a quality service to our Patients. We regularly evaluate our services to monitor the standard of our performance. We strive for excellence in our clinical and patient care.

Our aim to ensure our Patients have a pleasant treatment journey with us. We welcome all comments on our services, positive or negative. Complaints will be accepted and investigated, irrespective of the nature of the complaint. All complaints will be dealt with professionally and with sensitivity. The quality of the service provided to patients will never be adversely affected because a complaint has been made.

Pembroke Dental is committed to resolving complaints as quickly as possible. The complaints procedure is kept as simple as possible.

The Administrative Operations Manager is the Complaints Manager and will liaise with you during the complaint process. The Administrative Operations Manager will contact the Clinician involved in the case under examination for his/her input. Therefore, if appropriate, in some cases the complaint will be directly handled by the Clinician. The advice of the Clinical Director may also be sought if deemed appropriate.

Every complaint is thoroughly and appropriately investigated. A written acknowledgement of receipt of the complaint will usually be sent within five working days. The appropriate party will provide a response to the complaint in writing as soon as possible after completing the investigation, normally between 7-15 working days. Proper and comprehensive records are kept of any complaint received.

The evaluation of the outcome of the complaint will form part of the considerations for future policy and practice and risk management procedures.

If patients remain dissatisfied with the outcome of the investigation, they are encouraged to contact the Dental Complaints Resolution Service, whose facilitator will attempt to resolve any outstanding issues.

<https://dentalcomplaints.ie/>

General Dentistry
Specialist Dentistry
Orthodontics
Lab & Radiology
Dermal & Facial Aesthetics
Podiatry