# Patient complaints procedure

Approved policy | Web edition updated 22 November 2026

If any part of our care or service has fallen short, please tell us. Blue Dental Care will listen, investigate fairly and use your feedback to improve. Your care will not be adversely affected because you have made a complaint.

## Making a complaint

Our complaints manager is Prabakar, Manager. Please email complaints@bluedentalcare.co.uk for complaints. All other correspondence should go to mail@bluedentalcare.co.uk.

You may also complain in person, telephone 020 7274 3085, or write to the Complaints Manager, Blue Dental Care, 232 Stockwell Road, Brixton, London SW9 9SU. Email is preferred, but you do not have to complain by email.

If the complaints manager is unavailable, a team member will take brief details and arrange a suitable time for them to contact you. We will give you a copy of any notes taken about your complaint. An urgent concern will be passed to a senior team member.

If the complaint concerns treatment or a fee, we will usually involve the treating dentist unless you do not want this. You can ask someone to support or represent you; we will check their authority and protect your confidentiality.

Please tell us if you need help communicating or require this procedure in another format. NHS complaints should normally be made within 12 months of the event or of becoming aware of the problem. Later complaints may be considered where there is a good reason for the delay.

## Acknowledgement and investigation

We will acknowledge your complaint in writing within three working days and provide this procedure. We will offer to discuss your concerns, the outcome you would like, how we will investigate and how you wish to receive updates.

We aim to provide a full response within 10 working days. This is our practice target, not a fixed NHS statutory deadline for every complaint. For a complex complaint, we will discuss a realistic response date. If there is a delay, we will explain why and keep you updated at least every 10 working days.

Our written response will address the issues raised, explain our findings, apologise where appropriate and describe any action taken or proposed. It will also explain your options if you remain dissatisfied.

We keep complaint records securely and separately from clinical records. We review complaints to identify improvements to our services.

## NHS complaints and independent support

You may complain to us or to NHS South East London Integrated Care Board, which commissions local NHS dental services. The same complaint should not be investigated through both routes at the same time.

NHS South East London ICB patient experience team: 0800 328 9712 or 020 8176 5337. Current contact details and the complaints process are at NHS South East London complaints.

For independent help with an NHS complaint, ask local Healthwatch about NHS complaints advocacy: Find local Healthwatch.

If you remain dissatisfied after the local NHS complaints process, you can contact the Parliamentary and Health Service Ombudsman on 0345 015 4033 or visit Parliamentary and Health Service Ombudsman.

## Private treatment complaints

If your complaint about private dental care remains unresolved, the Dental Complaints Service offers free and impartial assistance. Telephone 020 8253 0800 or visit Dental Complaints Service.

Postal address: Dental Complaints Service, Fifty Paddington, 50 Eastbourne Terrace, London W2 6LG.

## Concerns about personal information

For concerns about personal information, contact Prabakar through complaints@bluedentalcare.co.uk. You also have the right to complain to the Information Commissioner’s Office: ICO complaints.

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