

COMPLAINTS ABOUT YOUR SERVICES!

You have the right to expect a high standard of care and treatment when you use your health and social services. However things can go wrong and you may wish to complain because you are:

Dissatisfied

with a service
provided

Concerned

that a service has
not been provided

**We welcome your complaints
as well as your compliments.**

We will listen to your complaints, respond to them and improve our services where standards have not been met.

If you want more information on '**How to complain**', please ask any member of staff.

TAKING THE COMPLAINT TO A SECOND PARTY

Should the complainant be dissatisfied with the outcome of their complaint, they can take this complaint to the second stage. Here the patient can contact:

- The Western Health and Social Services Board
- General Dental Council
- Ombudsman

Whilst Quayside are registered under RQIA guidelines and RQIA appreciate being informed should a complaint reach this stage, they do not deal with the complaints directly this is handled by the 3 bodies noted above.