

## Patient Complaints Policy

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible to allow us to address your concerns promptly. We accept complaints made verbally as well as written complaints.

Sahil Patel is the Complaints Manager and will be your personal contact to assist you with any complaints. [X: see below to complete this section].

You can send your complaints to Marylebone Smile Clinic, 66 Harley Street, Marylebone, London, W1G 7HD, or email the Complaints Manager at [info@marylebonesmileclinic.co.uk](mailto:info@marylebonesmileclinic.co.uk).

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when it is suitable for you and the practice. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint. We aim to resolve verbal complaints within 24 hours where possible, but if you complain in writing the Complaints Manager will send an acknowledgement letter within 3 working days and will aim to provide a full response in writing as soon as practical. The Complaints Manager will contact you at least every ten working day to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in email format. We will make our response clear, addressing each of your concerns as best as we can. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints.

If you are dissatisfied with our response to a complaint you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue. Please see the contact details below.

### Contacts

Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

GDC private dental complaints service can be contacted by calling 020 8253 0800 or visiting [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

The [Care Quality Commission](http://www.cqc.gov.uk) can be contacted by calling 03000 616161. They can take action against a service provider that is not meeting their standards

# COMPLAINTS PROCEDURE

## DUFRESNE LIMITED

Marylebone Smile Clinic-66 Harley Street-Marylebone-London-W1G 7HD Dufresne Limited  
T/A Marylebone Smile Clinic is authorised and regulated by the Financial Conduct  
Authority FRN 967420. We act as a credit broker not a lender and offer finance from a  
lender.

# DUFRESNE LIMITED

Updated June 2022

## Complaints Contact Details

Name: Sahil Ajay Patel- Director

Telephone: 020 7126 8526

E-mail: [20.sahil.sap@gmail.com](mailto:20.sahil.sap@gmail.com)

## Our Procedures

Any complaint verbal or written will be referred to our complaint's manager at the earliest opportunity or to a member of the senior management if the complaints manager is unavailable. We will also

- Acknowledge the complaint in writing promptly
- Record details on the firm's system
- Make contact to seek clarification on any points where necessary
- Fully investigate the complaint
- Keep you informed of our progress
- Discuss with you our findings and proposed response
- Ensure that our firm partners have a compliant complaints procedure and are communicating with their customer using this
- Provide clear deadlines to respond

You will receive contact from us advising on progress if we cannot respond immediately. We will let you have our final response as soon as possible and not later than eight weeks.

Customers may express dissatisfaction to **us** about our products and services. We will need to establish whether or not the complaint relates to the information given, the firm or the service and installation. If unclear, this must not delay investigation and we will proceed with our own investigation. The complaints manager will review this matter and take the complaint to the firm for them to investigate and provide a written explanation and any supporting information. This may include photos, checklists or remedial satisfaction notes.

## Investigation

The complaints manager will establish the nature and scope of the complaint having due regards to the Financial Conduct Authority's direction:

- Deal with complaints promptly and fairly
- Give complainants clear replies and, where appropriate, fair redress
- We may take up to 8-weeks to provide a response

### **Eligible Complainants**

It is the firm's policy to treat all complainants the same, however, *eligible complainants*, customers that have purchased goods and services using a lender's finance, are legally defined and have additional rights in law that we must acknowledge and adhere to.

### **The Financial Conduct Authority complaints rules apply to**

**complaints:** ▪ Made by, or on behalf of an *eligible complainant*.

- Relating to regulated activity.
- Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.

### **Final response**

This will set out clearly our decision and the reasons for it. If any compensation is offered a clear method of calculation will be shown.

The firm must include details of the Financial Ombudsman Service in the final response if dealing with an *eligible complainant* and a regulated activity, we will:

- Explain that the complainant must refer the matter to the ombudsman within six months of the date of the final response letter or the right to use this service is lost ▪ Indicate whether or not we consent to waive the relevant time limits.

### **Complaints Settled within 3 business days**

Complaints that can be settled to the customer's satisfaction within 3 business days can be recorded and communicated differently.

Where we consider a complaint to be resolved to the customer's satisfaction under this section, the firm will promptly send a **'Summary Resolution Communication'**, being a written communication from them which:

- (1) refers to the fact that the customer has made a complaint and informs them that they now consider the complaint to have been resolved to the customer's satisfaction.
- (2) The firm will tell the customer that if they subsequently decide that they are dissatisfied with the resolution of the complaint they may be able to refer the complaint back to the firm for further consideration or alternatively refer the complaint to the Financial Ombudsman Service;
- (3) Provide the website address of the Financial Ombudsman Service; and
- (4) Refer to the availability of further information on the website of the Financial Ombudsman Service.

In addition to sending you a **Summary Resolution Communication**, the firm may also use other methods to communicate the information where:

- (1) We consider that doing so may better meet the customer's needs; or
- (2) They have already been using another method to communicate about the complaint. This may include recorded calls, emails or text messages.

### **Closing a complaint**

We will consider a complaint closed when we have made our final response to the customer. This does not prevent a customer from exercising any rights they may have to refer the matter to the Financial Ombudsman Service.

### **Financial Ombudsman Service**

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman. The firm undertakes to pay promptly any fees levied by the Ombudsman.

**How Long You Have to Complain to the Financial Ombudsman Service** You have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date the final response letter. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

### **Contact:**

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)