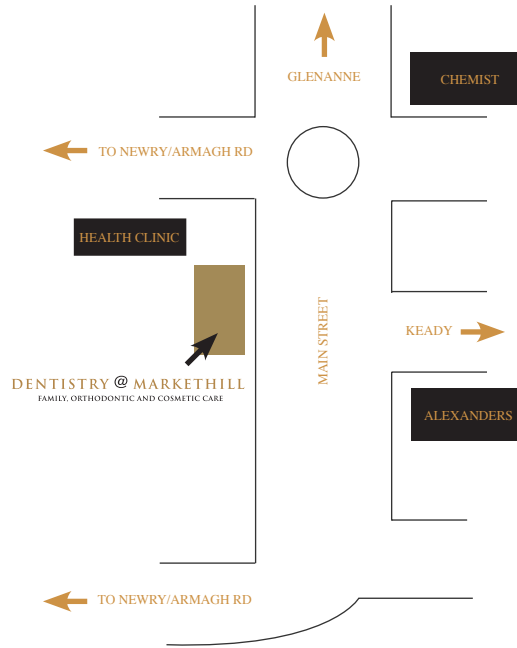


PLEASE WRITE YOUR
COMMENTS, SUGGESTIONS OR
COMPLIMENTS BELOW:

LOCATION & CONTACT

DENTISTRY @ MARKETHILL
FAMILY, ORTHODONTIC AND COSMETIC CARE



DENTISTRY @ MARKETHILL 82 MAIN STREET
MARKETHILL CO. ARMAGH BT60 1PL

T: 028 3755 2000 ROI T: 048 3755 2000

EMERGENCY: 028 3755 2000
E: info@dentistrymarkethill.com

W: www.dentistrymarkethill.com

YOUR VIEWS ARE IMPORTANT TO US

PLEASE TELL US WHAT YOU THINK
OF OUR DENTAL SERVICES

Signature:

Date:

Everyone at Dentistry @ Markethill is committed to providing a high quality service to all of our patients and we value your opinions of the services we provide.

You can help us improve our services by telling us what you think. Your views are much appreciated and will be treated confidentially.

You may want to:

- Make a comment or suggestions for improvement;
- Tell us what was good about our service/your experience;
or
- Make a complaint about any of our services.

You may want to use the form attached for comments or compliments.

COMMENTS AND SUGGESTIONS

The quality of the services we provide is very important to us. We continually try to improve. Patients who have experienced our services can make useful comments and suggestions on how we might improve.

We are happy to hear any suggestions you may have. We will consider all your comments and suggestions, share them with the relevant staff and make changes if possible.

COMPLIMENTS

We are always very grateful to hear when things have worked out well and what has made a difference for you. We will pass on your compliments to the relevant staff and use them to highlight good practice and learning points across our dental practice.

COMPLAINTS

If you are unhappy about any aspect of our services we would like to know immediately. You should try to complain as soon as possible, usually within six months

of you becoming aware that you have a cause for complaint and normally no longer than 12 months after the event. Firstly, you should explain your grievance or concern to the person with whom you are in contact. If you do this and are still not satisfied you can make a formal complaint.

Your complaint should be made to Paul Reaney.

If you are making a complaint on behalf of another person, you will be asked to provide their written consent.

Your complaint will be treated in the strictest confidence and investigated thoroughly. We will acknowledge your complaint within 3 working days and we will aim to reply to your concerns within 10 working days. If there is a delay in responding we will keep you informed of the reason.

We hope that if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach your Health and Social Care Board, if you feel you cannot raise your complaint with us or are dissatisfied with the result of our investigation. You may contact the Board's Complaints Office at the:

**Complaint's Officer, Health & Social Care Board,
Tower Hill, Armagh, BT61 9DR
Tel: 028 3741 4561**

If you remain unhappy you can refer your complaint to the Northern Ireland Commissioner for Complaints (the Ombudsman). The Ombudsman will consider your complaint to determine whether it warrants investigation by him. Further information on the services provided by the Ombudsman is available by contacting:

**The Ombudsman
Freepost BEL 1478, Belfast, BT1 6BR
Free phone: 0800 343 424**

PLEASE TICK THE APPROPRIATE BOX.

Comment Suggestion
Compliment Complaint

Your Name:

Address:

Postcode:

Phone No:

IF YOU ARE MAKING THIS ON BEHALF OF ANOTHER PERSON PLEASE PROVIDE THEIR DETAILS BELOW:

Their Name:

Address:

Postcode:

Phone No:

Relationship to that Person:
