



VICIDENTAL

## VICI Dental - Complaints Procedure

### **1. Introduction**

VICI Dental is committed to providing high-quality dental care and services. We recognize that, despite our best efforts, concerns or complaints may arise. This Complaints Procedure outlines the steps to address and resolve any issues promptly and effectively.

### **2. Definition of a Complaint**

A complaint is defined as any expression of dissatisfaction with the services provided by VICI Dental or any aspect of our dental practice. This includes concerns related to treatment, communication, staff conduct, or any other matter.

### **3. Lodging a Complaint**

Complaints can be submitted in writing, by email, or in person. Patients are encouraged to provide as much detail as possible, including their name, contact information, nature of the complaint, and any relevant documentation.

### **4. Initial Response**

Upon receiving a complaint, VICI Dental will acknowledge it within five working days. We will inform the complainant of the steps being taken to address the issue and provide an estimated timeframe for resolution.

### **5. Investigation**

An assigned representative will conduct a thorough investigation into the complaint. This may involve consulting relevant staff members, reviewing records, and gathering additional information. The goal is to understand the circumstances surrounding the complaint.

### **6. Resolution**

Once the investigation is complete, VICI Dental will communicate the findings to the complainant. If the complaint is found to be valid, we will outline the corrective actions taken or planned. If the complaint is not upheld, we will provide a clear and transparent explanation.

## **7. Escalation**

If the complainant is dissatisfied with the initial resolution, they have the right to escalate the matter. This involves requesting a review by a senior member of VICI Dental management. The escalated complaint will be re-evaluated, and a final decision will be communicated within ten working days.

## **8. External Mediation**

If the complainant remains dissatisfied after exhausting the internal complaints process, they may refer the matter to an independent external mediation service. Details of relevant mediation services will be provided upon request.

## **9. Records and Documentation**

VICI Dental will maintain comprehensive records of all complaints, including details of the complaint, actions taken, and resolutions. This information will be kept confidential and used for internal improvement purposes.

## **10. Continuous Improvement**

VICI Dental is committed to learning from complaints and continuously improving our services. Feedback from complaints will be used to implement changes and enhancements to prevent similar issues in the future.

## **11. Contact Information**

For submitting a complaint or any inquiries related to the Complaints Procedure, please contact us at <mailto:enquiry@vicidental.com>.

**Thank you for choosing VICI Dental.**