

SPSO decision report

Case: 201104012, A Dental Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: complaints handling
Outcome: upheld, recommendations

Summary

Mr C raised a complaint about how a dental practice had handled his representations about treatment that he had received by a dentist at the practice. Although it was difficult to establish the exact sequence of events after Mr C complained, our investigation found that the practice had not handled his complaint in line with their complaints procedure and we upheld his complaint.

Recommendations

We recommended that the practice:

- review their procedures to ensure they deal with complaints in accordance with the NHS complaints procedure; and
- apologise to Mr C for their handling of this complaint.