

**Dublin 18 Dental Rooms complaints or Grievances:**

At Dublin 18 Dental Rooms we strive to provide you with a first class patient journey. We value your feedback and opinions and we continually seek ways to ensure we are providing the best possible service. If you would like to share your comments we would be delighted to hear from you.

For this purpose emails can be sent to manager@dublin18dentalrooms.ie

You may contact us verbally also by calling us on 01 2354631 requesting to speak with management or by writing to:

Dublin 18 Dental Rooms

Unit 2, St Gabriels Court,

Cabinteely Village,

Dublin D18 X9y6

Complaints procedure:

If a complaint is received at our practice through any of the above three methods- email, verbally or in writing, we will endeavour to issue a receipt within the first 4 days.

We will then investigate the nature of the complaint and respond after our practice findings within 30 days.

If this timescale requires an extension due to investigation, we will contact you in the interim.

In the event you are dissatisfied with our response, you may escalate the matter to our managing director Suzanne Goggins for further discussion.

Additional information:

Dental governing body of Ireland- Dental Complaints and Resolution Service

Dental Council www.dentalcomplaints.ie

Patients' Rights at Dublin 18 Dental Rooms

You may expect the following from us

Full protection of your confidential information and privacy in relation to your dental records and dental care or facial aesthetic treatments.

Clear and detailed treatments plans for your dental needs, proposed treatments and solutions. The positive or negatives among the different treatment options, expected time and duration of treatments and likelihood of success of the treatments or procedures.

Written treatment estimates and consent forms prior to commencing dental or facial treatments.

Assess to Dental treatment in a safe and secure environment with a highly qualified and skilled team of individuals.

Our team will be polite and respectful at all times, freedom from any discrimination on the basis of colour, age or disability.

We will endeavour to keep our patients informed in regards to any changes in appointments or any delays due to emergencies.

Our team will ensure that all our patients are happy throughout their treatment journey providing courtesy calls and ensuring they have a point of contact at our practice for any further questions which may rise.

Full access to your own dental records or x-rays if needed by you in the future.

We are extremely grateful for referrals and if you are satisfied with the service that we provide we would be happy if you would recommend us to family, friends and work colleagues.

What we expect:

All the information that you have provided to us is factual and truthful in relation to your medical and dental health.

Our patients are polite and respectful to our team plus our other patients attending on the day.

We request 48 hours' notice for cancellation of booked appointments otherwise a fee may apply.

FREE Parking arrangements are available on a first come first serve basis. A parking spot may not always be available but meter parking is available directly outside the practice.

Please organise childcare for children under 12, we cannot treat you with children left unsupervised in the waiting room nor can they attend treatment in the surgery with the adult.

Payment must be made on the day of treatment, we do not carry practice accounts.

VHI, Laya or De Care forms along with any other dental claim forms are filled out once weekly by our administration team. They are subsequently available for collection at our reception once completed. Please ensure before leaving your form, it is already filled out with your details.

We are extremely grateful for referrals and we would be extremely happy if you are satisfied with the services we provide to be recommended to family, friends and work colleagues.

Please feel free to talk to us if we do not meet your expectations in any way.

Children at Dublin 18 Dental Rooms:

We welcome children at our practice usually from the ages of 5 upwards. However if you have any concerns at an earlier age your children are also welcome.

We endeavour to make it a fun and exciting experience for all children, taking time to explain everything before any dental check-ups or treatments commence.

For younger children with extensive dental issues or children we feel may be uncooperative with treatments we will refer to a pediatric specialist clinic.

Emergency policy for Dental Treatment at Dublin 18 Dental Rooms:

Dublin 18 Dental Rooms caters for patients with dental emergencies

Dental abscess

Dental Pain

Fractured Tooth

Fractured filling

Trauma

Our emergency appointments are available at allocated times through our normal working days Monday through to Friday during with our practice opening hours. We will do our utmost best to attend to you on the day of the emergency within our remit.

Out of hours emergency advice and service is available via our emergency mobile number or via our website enquiry section

www.dublin18dentalrooms.ie.

Leave a detailed email and we will answer your query as soon as possible.