

Private Complaints Policy

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service which we provide is the **Practice Manager** who is the complaints lead.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and if unable to resolve it at this stage; offer to refer him or her to the practice manager immediately. If they are not available at the time, the member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for the practice manager to contact the patient on their next working day.

If the patient complains in writing the letter or email will be passed on immediately to the practice manager.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.

We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 2 working days.

We will seek to investigate the complaint within 10 working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within 10 working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

We will confirm the decision about the complaint in writing immediately after completing our investigation.

Proper and comprehensive records are kept of any complaint received.

If patients are not satisfied with the result of our procedure then a complaint may be made to:

The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Rd, Croydon CR0 6BA (Telephone: 08456 120 540).

The General Dental Council, 37 Wimpole Street, London, W1G 8DQ (Telephone: 020 71676000), the dentists' regulatory body for complaints about professional misconduct.

Implemented by SH

Review annually

Reviewed 1/11/19