

Code of Practice for Patient complaints

We want all our patients to be pleased with the service they receive, so we take any complaint seriously. If a patient makes a complaint, we will deal with it promptly and courteously. Our aim is to resolve the matter as quickly as possible following our practice procedure.

A complaint may indicate a failing on our part, which we can learn from and make improvements to our service. We will adopt a 'no blame' approach when investigating a complaint especially where individuals are identified, with the aim of reaching a satisfactory conclusion. We will at all times be polite and respectful to our patients and staff and try to answer all the questions or concerns raised.

Practice Procedure

1. The Practice Complaints Manager Tanya Patel is responsible for dealing with all complaints about our service.
2. If a patient complains in person or by telephone, the member of staff receiving the complaint makes an initial record of the patients concerns and checks this back for accuracy with the patient. Where appropriate the patient is given a copy of the record and the original is passed on to the Complaints Manager. If the Complaints Manager is available, the patient is asked whether they would like to see him/her immediately. Otherwise the patient is advised when the Complaints Manager will make contact to arrange a meeting in person or by telephone.
3. If the patient complains in writing by letter or email, the complaint will be passed immediately to the Complaints Manager.
4. Complaints about clinical care or the amount charged for treatment will be referred to the dentist concerned, unless the patient requests otherwise.
5. All written complaints are acknowledged in writing as soon as possible but within three working days.
A copy of the Code Of Practice will be sent with the initial acknowledgement. If the patient has not yet discussed the matter with the Complaints Manager, they will be offered the opportunity to do so and also asked how they would like to be kept informed of developments- by letter, email, telephone or face-to-face meetings. The patient will also be advised of the process we will be following to resolve the complaint and the anticipated timescale.

6. We will investigate the complaint swiftly and efficiently and as far as practicable, will keep the patient informed of our progress at various stages. Investigation will normally be completed within 3 months.
7. On completion of our investigation, we will provide the patient with a full report, which will include:
 - An explanation of how the complaint has been considered
 - The conclusion reached in respect of each specific part of the complaint
 - Details of any necessary remedial action
 - Whether the practice is satisfied with any action it has already taken or will take as a result of the complaint
8. Proper and comprehensive records will be kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.
9. If patients are not satisfied with the result of our procedure then a complaint may be referred to one of the following:
 - Dental Complaints Service, Tel: 02082530800, www.dentalcomplaints.org.uk, 37 Wimpole Street, London W1G 8DQ
 - The Health Ombudsman, Tel: 03450154033, www.ombudsman.org.uk