

The Dental Centre Complaints handling 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 patients' concerns in a caring and sensitive way.

1. Under the NHS complaints process all complaints should be made to the practice. The person responsible for dealing with any complaint about the service which we provide is Robert Tobin, the practice Complaints Manager. The deputy complaints manager is Natalie Terrell.
2. If a patient complains by telephone, electronically or in person, we will listen to their complaint and offer to refer him or her to the Complaints Manager immediately. If the Complaints Manager or the deputy managers are not available at the time, then the patient will be told when they will be able to talk to the Complaints Manager and arrangements will be made for this to happen. The member of staff will make a written record of the complaint and provide the patient with a copy as well as passing it on to the Complaints Manager. The complainant will be asked their preferred way of investigation i.e. a meeting or written response.
3. If the patient complains verbally, in writing or by email it will be passed on immediately to the Complaints Manager
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process
6. We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 12 months of the complaint being received. This time limit can be waived where it is still possible to investigate the complaint and there is good reason for the delay.
7. When we have completed our investigation, we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint
8. Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint
9. If anyone other than the patient makes a complaint then we will require the patient's written consent before the complaint can be responded to

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

- The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP, telephone: 0345 015 4033 or email: www.ombudsman.org.uk for complaints about NHS treatment.
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ the dentists' registration body. Email: information@gdc-uk.org
- Assistance with complaints is available by contacting:
Pohwer
PO Box 14043
Birmingham
B6 9BL
Tel: 0300 456 2370
Website: www.pohwer.net

Complaints regarding Private Dental treatment only:

- The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA. Tel: 08456 120 540 or email: www.dentalcomplaints.org.uk

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