



THE DENTAL CENTRE, 5 HEDINGHAM GROVE B37 7TP

COMPLAINTS POLICY

1. 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. The 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.
 - i) Under the NHS Complaints process the complaint may be made to either the practice or to NHS England as the commissioner of the service, however, a complaint can't go to both.
 - ii) The persons responsible for dealing with any complaints about the service that we provide are **Practice Complaints Manager, Dr Robert Tobin** along with **Deputy Complaints Manager, Dr Gareth Bevan**.

Contact details for both options of complaints are as follows:

- i) **NHS England Customer Support Centre, by telephone:** 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays). **Email:** England.contactus@nhs.net (Please include the word 'complaint' in the subject line), **Post:** NHS England, PO Box 16738, Redditch B97 9PT.
 - ii) **The Dental Centre, by Telephone:** 0121 770 1533, **email:** rstdental@tiscali.co.uk, **Post:** Complaints Manager, The Dental Centre, 5 Hedingham Grove, Chelmsley Wood, B37 7TP
2. If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to the Complaints Manager or Deputy immediately. If neither Complaints Manager is available at the time, then the patient will be advised when they will be able to speak to a Complaints Manager or arrangements will be made for this to happen. The member of staff will make a written record, which must be signed by the patient to confirm



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the complaint raised, this will then be forwarded to the Complaint Managers.

3. If the patient complains in writing or by email it will be passed on immediately to the Complaints Managers as point 2 above.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentists concerned, unless the patient does not want this to happen. If the complaint is on behalf of another patient then a written consent is needed from the patient before the complaint will be responded to.
5. We will acknowledge written patient complaints in writing and enclose a copy of this code of practice within 3 working days. We will offer to discuss the complaint at a date and time agreed with the patient, or their preferred way of investigating the complaint, for example, by telephone, at a meeting, letter, or email. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed as each case is different. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process along with action plans required.
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 be completed as soon as practical and patients will be kept informed of the reason for any 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



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consequence of a complaint. If patients are still not satisfied with the result of our investigation then a further complaint / appeal may be forwarded (under the NHS Complaints procedure) to the Parliamentary and Health service Ombudsman, Millbank Tower, Millbank London SW1P 4QP, telephone: 0345 015 4033 or email: www.ombudsman.org.uk

Alternatively, patients have the option to contact the General Dental Council (the registration body for dentists) which is outside of the NHS Complaints Procedure, please contact: The General Dental Council, 37 Wimpole Street, London, W1M 8DQ. Email: information@gdc-uk.org

For complaints about Private Treatment only please contact:

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

If you require assistance with your complaint please see details below of the Complaints Advocacy provided by the Local Authority on:

Pohwer PO Box 14043 Birmingham B6 9BL. Telephone: 0300 456 2370. Email: pohwer@pohwer.net. Website: www.pohwer.net

Robert Tobin
Practice Owner

Review date of Complaint Policy:
Next Review Date:

27/03/18
March 2019