

## Policy for Handling Patient Complaints

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. The person responsible for dealing with any complaint about the service which we provide is in the first instance our Complaints Manager **Janet Millward**
2. If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to Complaints Manager immediately. If the Manager is not available at the time, then the patient will be told when they will be able to talk to the Manager and arrangements will be made for this to happen. The member of staff will make a written record of your complaint and provide the patient with a copy as well as passing it on to the Manager. 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 someone else to deal with it.
3. If the patient complains 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. In this event, it will be referred to one of the Partners.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of conduct as soon as possible, normally within **three** working days.

We will seek to investigate the complaint speedily within **ten** working days of the acknowledgement letter being sent to give an explanation of the circumstances which led to the complaint. However, more complex situations may take longer. If the patient does not wish to meet us, then we will attempt to talk to him or her 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.

6. We will confirm the decision about the complaint in writing to the patient immediately upon completion of our investigation.
7. 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
8. If patients are not satisfied with the result of our procedure then a complaint may be referred to either the practice manager or the principal owners.
9. If Patients are not satisfied with the result, then the complaint may be referred to:

- NHS England Customer Contact Centre. 0300 3112233  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)
- The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon. CR0 6BA 08456 120540 [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ the dentist's registration body. For complaints about private treatment.

Free assistant with help to complain is available at Pohower. P O Box 14043, Birmingham B6 9BL tel 03004562370 email: [pohower@pohwer.net](mailto:pohower@pohwer.net)

#### Approval

This process has been approved by the undersigned and will be reviewed on an annual basis.

Practice Manager: **Mrs. Janet Millward**

Practice Principle: **Dr A Nandra**

Date: **1<sup>st</sup> May 2018**

Review Date: **30<sup>th</sup> April 2019**