



## Our Policy for Handling Complaints

In this practice we take complaints very seriously indeed 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 those objectives.

Our aim is to treat complaints the same way we would like our own complaints about a service to be treated. We know we can learn from every mistake that we make so your complaints are important to us. We always aim to respond to our customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service that we provide is Ellen Pawley our Practice Manager.
2. You can raise a complaint to any of our staff on the telephone or at the reception desk and we will listen to your complaint and offer to refer you to the Practice Manager immediately.
3. If the Practice Manager is not available at the time, then you will be told when you will be able to talk to the senior dentist on duty and arrangements will be made for this to happen.
4. 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 you do not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it as quickly as possible.
5. If you complain in writing, the letter will be passed on immediately to the Practice Manager.
6. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless you do not want this to happen.
7. We will generally acknowledge your complaint in writing, enclosing a copy of this code of practice, as soon as possible (normally within 3 working days). We will seek to investigate the complaint within 10 working days of receipt so that we can arrange a mutually convenient meeting to give an explanation of the circumstances that led to the complaint.
8. Alternatively if you do not wish to meet us, then we can talk to you on the telephone. If we are unable to investigate the complaint within ten working days, we will notify you, giving reasons for the delay and a likely period within which the investigation will be completed.
9. We will confirm the decision about the complaint in writing immediately after completing our investigation.
10. Proper and comprehensive records are kept of any complaint received.
11. If patients are not satisfied with the result of our procedure then a complaint may be made to:
  - The Dental Complaints Service (08456 120 540) for complaints about private treatment;
  - Denplan Mediation Service (0800 169 7220) for Denplan Care complaints;
  - The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (The dentists' registration body);
  - The Healthcare Commission, Finsbury Tower, 103-105 Burnhill Row, London EC1Y 8TG.