

Choices Dental Care

Policy for: *handling patient 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 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 customers' concerns in a caring and sensitive way. Patients, carers and relatives will not be treated adversely as a result of having made a complaint.

- The person responsible for dealing with any complaint about the service which we provide is Mr Finbar Bryson.
- If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Mr Bryson. If Mr Bryson is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. 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 the patient does not wish to wait to discuss the matter with Mr Bryson, arrangements will be made for someone else within the practice to deal with it.
- If the patient complains in writing the letter will be passed on immediately to Mr Finbar Bryson.
- If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
- We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
- We will confirm the decision about the complaint in writing immediately after completing our investigation.
- Proper and comprehensive records are kept of any complaint received.

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

- The Dental Complaints Service **020 8253 0800** for complaints about private treatment
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
- NHS treatment complaints: Healthwatch: **0300 068 3000** Citizens Advice: **0344 411 1444** NHS England for Primary Care Complaints: **0300 311 2233**
- **CQC**- Care Quality Commission National Customer Service Centre Citygate Gallowgate Newcastle Upon Tyne NE1 4PA www.cqc.org.uk tel: **03000 61 61 61** fax: **03000 61 61 71**
- **GDC**- General Dental Council tel: **020 7167 6000**
- **ICAS** – Independent Conciliation and Advisory Service tel: **020 7839 4777**
- **PALS** – Patient Advice and Liaison Service tel: **0115 969 1300**