

COMPLAINTS HANDLING POLICY – PRIVATE DENTAL CARE CODE OF PRACTICE FOR PATIENT COMPLAINTS

At The Old Surgery Dental 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.

The Practice has based our complaints procedure around: Making a complaint about dental services: six principles of good complaint handling

The following principles set out what patients can expect if they would like to provide feedback or raise a concern:

1 All of your feedback is important to us

- All feedback is welcomed, such as what we did well, what we could do better, or any other feedback
- We will use your feedback to help us improve, and we will show you how we have learned
- You can use our complaints procedure to provide feedback. If you don't want to do this, speak to a member of staff

2 We want to make it easy for you to raise a concern or complain, if you need to

- Information about our complaints procedure is easy to find, without you having to ask
- You can write to us or tell us in person
- We will take your complaint seriously
- Our complaints information also tells you how to raise a complaint about us with another organisation

3 We follow a complaints procedure and keep you informed

- We will tell you who is dealing with your complaint and when to expect a response
- We will keep you informed of the progress of your complaint, including information on any delays
- You should feel confident we are following our complaints procedure

4 We will try to answer all your questions and any concerns you raise

- It should be clear to you what happened, and why
- Our response should be empathetic in tone and coordinated
- We will deal with your complaint in the time we said we would

5 We want you to have a positive experience of making a complaint

- You should feel we have followed a clear procedure in the time we said we would
- You should not be treated differently if you complain
- You understand how the outcome of your complaint was reached
- You feel you could raise a complaint again if needed, and could recommend our procedure to others
- You feel we have listened to you and have acted in a fair way
- You know what further help is available if you are unhappy with the way we have handled your complaint

6 Your feedback helps us to improve our service

- We are learning all the time from your feedback and complaints
- We show you how your feedback and complaints are listened to and acted upon
- All members of our dental team are committed to improving the service

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.

1. The person responsible for dealing with any complaint about the service that we provide is Lisa Bainham, our Complaints Manager.
2. 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 the Complaints Manager immediately. If the Complaints Manager 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, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing the letter 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 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.
6. We will seek to investigate the complaint within 10 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 10 working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
7. We will confirm the decision about the complaint in writing immediately after completing our investigation.
8. Proper and comprehensive records are kept of any complaint received.
9. If patients are not satisfied with the result of our procedure, then a complaint may be made to:

The Dental Complaints Service for complaints about private treatment.

Dental Complaints Service

37 Wimpole Street, London W1G 8DQ
Phone: 0208 253 0800
Email: info@dentalcomplaints.org.uk

The General Dental Council

37 Wimpole Street, London, W1G 8DQ
Phone: 0207 167 6000
Email: standards@gdc-uk.org

The Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne NE14PA
Phone: 03000 616161
Email: enquires@cqc.org.uk





we provide

