



Patient Complaints Policy

Code of practice for 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.

The person responsible for dealing with any complaint about the service that we provide is DC Daniels.

- If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to DC Daniels immediately.
- If DC Daniels is not available at the time, then the patient will be told when he / she 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 and pass them on.
- If the patient complains in writing or by e-mail it will be passed on immediately to DC Daniels.
- 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 two working days. We will seek to investigate the complaint within ten working days of the complaint being made and 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 him / her on the telephone. If we are unable to investigate the complaint within 10 working days we will notify the patient, giving reasons for delay and a likely period within which the investigation will be completed.
- We will confirm the decision about the complaint in writing to the patient immediately after completing the investigation.
- Proper and comprehensive records are kept of any complaint received.
- If patients are not satisfied with the end result of our procedure then a complaint may be made to the General Dental Council, 37 Wimpole Street, London W1M 8DQ (for the dentists registration body).