



## Complaints Policy

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.

1. The person responsible for dealing with any complaint about the service which we provide is John Muirhead. Juliet Muirhead is the designated deputy.
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 Mr J Muirhead immediately. If Mr Muirhead 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 Mr J Muirhead.
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 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.
6. When we look into your complaint, we aim to:
  - a) find out what happened and what went wrong
  - b) make it possible for you to discuss the problem with those concerned, if you would like this
  - c) make sure you receive an apology, where this is appropriate

d) identify what we can do to make sure the problem doesn't happen again

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 WRITTEN complaint received.

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

Private patients

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

The Dental Complaints Service

Stephenson House

2 Cherry Orchard Road

Croydon CR0 6BA

t 020 8253 0800



NHS patients may refer complaints about NHS treatment to:-

NHS England

PO Box 16738

England.contactus@nhs.net

t 0345 015 4033

The Parliamentary and Health Service Ombudsman

Millbank Tower

London SW1P 4QP

Patients may also contact:-

The General Dental Council

37 Wimpole Street

London W1M 8DQ

