

Complaints Handling Policy

Code of practice for patient complaints

In this practice, we take complaints very seriously and ensure that all our patients are pleased with their service experience. When patients complain, they are dealt with courteously and promptly to resolve the matter as quickly as possible. This procedure is based on these objectives.

We aim 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 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 we provide is the Practice 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 Manager immediately. If the 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 or email will be passed on immediately to the Practice Manager.
4. If a complaint is about any aspect of clinical care or associated charges, it will usually be referred to Dr Sidi 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 four working days.
6. 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, 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.
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, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER (Telephone: 08456 120 540) for complaints about private treatment.

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), the dentists' regulatory body for complaints about professional misconduct

Care Quality Commission: Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA; Tel: 03000 616161