

Code Of Practice For Patient Complaints

In this practice we take complaints very seriously indeed and try to ensure that all 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 in a caring and sensitive way.

- The person responsible for dealing with any complaint about the service which is provided is; **Emma John**
- If a patient complains on the telephone or at the reception desk, we will listen to his/her complaint and offer to refer him/her to **Emma John** immediately. If **Emma John** is not available at the time, then the patient will be told when he/she will be able to talk to the manager and arrangements will be made for this. The member of staff will take a brief detail of the complaint and pass them on. If we cannot arrange this within a reasonable period or the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
- If the patient complains in writing the letter will be passed on immediately to; **Emma John**.
- If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the treating dentist, unless the patient does not want this to happen.
- We will acknowledge the patients 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 received 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 him/her on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reason for the delay and the likely period, which the investigations will be completed.
- We will confirm the decision about the complaint in writing to the patient immediately after completing out 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 General Dental Council, **37 Wimpole Street, London, W1M 8DQ** or <http://www.dentalcomplaints.org.uk/>

Rhodri John BDS
Clinical Director