

## **Complaints Policy**

### **Dental Practice Code of practice for patient complaints**

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 Rosa Diaz.

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 they are not available, another senior member of staff should deputise). The complaints manager makes a note of the conversation and, at the end of the conversation or meeting; the complainant is given information in writing on how the complaint will be dealt with and a timetable. A copy of the complaints procedure is supplied with a note of the action to be taken.

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. The complaints manager 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. The letter might include an invitation to the customer to meet the complaints manager as soon as practicable at a convenient time for the customer. 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. We will confirm the decision about the complaint in writing immediately after completing our investigation.

7. Proper and comprehensive records are kept of any complaint received.

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

- The Dental Helpline 08450508345 or 02380828151.

[www.hampshiredentalhelpline.nhs.uk](http://www.hampshiredentalhelpline.nhs.uk)

- NHS Direct 0845 46 47

- Hampshire PCT, Omega House, 112 Southampton Road, Estleigh. SO50 5PB. Tel; 023 80627444.

- The Healthcare Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG ([www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk))

***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.....(CM) immediately.
- If the CM is not available then the patient will be offered to talk to ..... if the patient does not wish to wait to discuss the matter, arrangements will be made for the CM to deal with it.
- If the 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.

***If the patient complains in writing:***

- The letter will be stamped and today's date written on it and passed on immediately to the CM.
- 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.