

## Complaints Handling Policy – Confident Dental

### Code of Practice for patients 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 customers concerns in a caring and sensitive manner.

#### Principle One:

Do you have an idea about how we can improve your experience of visiting our practice? Please get in touch via email, phone or in person and tell us your thoughts. We're here to listen and will act on these where we can.

#### Principle Two:

We know there may be times when you have a concern, so please let us know about this if you need too. Our team is ready to listen and here to help resolve any issues you may have. And if we're unable to help we can point you in the direction of someone who can.

#### Principle Three:

If you have a complaint, how do you know it will be handle properly? We're proud to work to nationally-recognised principles of best practice when it comes to handling complaints and feedback and this includes keeping you informed every step of the way.

#### Principle Four:

An important part of our complaints procedure is for us to listen to any concerns you may have. We will do our best to answer your questions or help you to find the information we don't know.

#### Principle Five:

We follow a complaints handling procedure which aims to keep you informed if you need to tell us a problem.

#### Principle Six:

Please tell us your views – it helps us to ensure we're providing the best service we can.

1. The person responsible for dealing with any complaint about the service that we provide is Dr Nancy Girgis, our Clinical Director and Complaints Manager.
2. If a patient complaints 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 the Complaints Manager is not available at the time, then the patients has the choice of waiting

until the Complaints Manager is back or talking to one of the Practice Principals and arrangements will be made for this to happen as soon as reasonably possible. 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 either one of the Principals or the Complaints Manager to contact them as soon as possible - ideally a date will be given.

3. If the patient complains in writing the letter will be passed on immediately to the Complaints Manager. If the Complaints Manager is away for some time, the letter will be passed on to the Principal Dentists.
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 3 working days.
6. We will seek to investigate the complaint within 10 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 10 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 following:

For NHS complaints:

By telephone: 03003 11 22 33

By email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

By post: NHS England, PO Box 16738., Redditch, B97 9PT

If you are not content with the reply, you may contact:

The Parliamentary and Health Service Ombudsman (PHSO)

Milibank Tower

Milibank

London

SW1P 4QP

Telephone: 0345 015 4033

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

For complaints about private treatment, contact:

Dental Complaints Service

Phone: 0208 253 0800 (Monday – Friday, 9am to 5pm).

Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

Post: Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA

For complaints about professional misconduct, you may contact:

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ

Telephone: 0845 222 4141