

CODE OF PRACTICE FOR HANDLING PATIENT COMPLAINTS

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our services. 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 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 Dr Brenda Macmillan, and in the event that she is unavailable for a length of time Dr John Hunt.
- 2) If a patient complains on the telephone or at reception, we will listen to their complaint and offer to refer them to Dr Brenda Macmillan at her earliest availability. If the issue cannot be resolved with immediate affect then the patient will be asked to put their complaint in writing.
- 3) If a patient complains in writing, the letter will be passed to Brenda Macmillan immediately.
- 4) 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.
- 5) We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon possible, 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) 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 and the complainant has the right to request access to all written information relating to his/her complaint.
- 8) If patients are not satisfied with the result of our Procedure then a complaint may be made to:

If Private Patient:

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA
Tel: 020 8253 0800

If Denplan Patient:

Denplan, Denplan Court, Victoria Road, Winchester SO23 7RG
Tel: 0800328223

If NHS Patient:

NHS-England complaints Tel: 0300 311 2233 Email: england.contactus@nhs.net