

## Complaints Handling Policy

### Code of Practice for Complaints

In this Practice, we take Complaints seriously to ensure that our service meets expectations. All complaints are dealt with courteously and promptly to resolve the matter as quickly as possible.

Our aim is to react to complaints and learn from every mistake that we make. We respond to any concerns in a caring and sensitive way.

1 – The person responsible for dealing with any complaints about the service we provide is Mrs Alison Beck – Practice Manager.

2 – If we receive a complaint by telephone or in person, we will listen and offer to refer you to the Practice Manager - Mrs Alison Beck immediately. If the Practice Manager - Mrs Alison Beck is not available at the time, we will arrange a convenient time for her to contact you. A member of staff will take brief details of the issue and pass it to the Practice Manager and provide you with a copy. If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.

3 – If we receive a complaint in writing or by e-mail, it will be passed immediately to the Practice Manager – Mrs Alison Beck

4 – If a complaint is about any aspect of clinical care or associated charges, it will usually be referred to the dentist concerned, unless you state that you do not want this to happen.

5 – We will acknowledge a complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days. We will offer to discuss the complaint with you and confirm how you would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will inform you how the complaint will be handled and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still inform you of the expected timescale for completing our investigation.

6 – We will seek to investigate the complaint within 6 months and as far as reasonably practicable, we will keep you informed as to the progress of the investigation.

7 – When we have completed our investigation, we will provide you with a full written report, which will include an explanation of how we considered the complaint, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action taken and whether further action will be taken.

8 – Proper and comprehensive records will be kept of any complaints received and the action we take. These records will be reviewed regularly to ensure that we take every opportunity to improve our service.

9 – If you are not satisfied with the result of our investigation, we will advise you to refer the complaint to:

### **For complaints about NHS treatment:**

#### **ENGLAND:**

NHS England, PO Box 16738, Redditch B97 9PT (email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net));

Or

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk)).

#### **SCOTLAND:**

The Scottish Public Services Ombudsman, Freepost EH641 Edinburgh EH3 0BR (0800 377 7330 or [www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)).

#### **WALES:**

Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ (0845 601 -987 or [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)).

#### **NORTHERN IRELAND**

Northern Ireland Ombudsman, Freepost BEL 1478, Belfast BT1 6BR (0800 343424 or [www.ni-ombudsman.org.uk](http://www.ni-ombudsman.org.uk)).

### **For complaints about Private treatment:**

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA (08456 120 540).

Or

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

Dr I.T. Greenstreet B.D.S., MFGDP, Dr J.E. Martin BChD, LLM, Dr Lynfa Lewis BDS, Dr B McCartney BDS,

Dr Amy Shields BDS, Dr Holly Neal BDS, Jemima Mitchell BSc Hons (Dental Hygiene & Dental Therapy)

