

Code of Practice

For dealing with 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 to patient's concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is the Practice Manager (Complaints) **Shazad Manzoor**.
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 if they are available however if not then will be advised of how to submit their concerns in writing by email. The member of staff will take brief details of the complaint and pass them on to the Complaints Manager.
3. If the patient complains in writing or by email it 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 be referred to the dentist concerned whom will investigate and submit a response. The practice will advise/respond on any aspects of the complaint that are not concerned with any clinical aspects of their treatment.
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 three working days. If the complaint is submitted in writing by email, we will respond to the patient in writing by email unless otherwise requested by the patient. If this is requested, we will offer to discuss the complaint at a time agreed with the patient and if they would like this face-to-face or over the telephone. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed (normally 10 working days). 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 and if necessary, a progress report will be sent to the patient every ten days.
6. We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 10 working days. It is possible that if a complaint regards clinical care or is complex, we may need to seek advice from our insurers, indemnifiers or legal advisors and, therefore, may need to share some of your information for this purpose.
7. When we have completed our investigation, we will provide the patient with a written response (or verbal response if requested). We will address all aspects of the complaint as best possible and try to reach a resolution for the patient.

8. Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint
9. Please note: we have a zero-tolerance policy for rude or abusive behaviour in person or verbally. If a staff member feels threatened in any way, then calls will be terminated and/or patients will be asked to leave the building
10. If patients are not satisfied with the result of our procedure, then a complaint may be made to:

Complaints Manager,

NHS England, PO BOX 16738, Redditch, B97 9PT
Email : england.contactus@nhs.net Tel: 0300 311 22 33
(for complaints about NHS treatment)

The Dental Complaints Service

(020 8253 0800) (for complaints about private treatment)
37 Wimpole Street, London, W1M 8DQ
(the dentists registration body)

The Healthcare Commission,

Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8LZ
or www.healthcarecommission.org.uk