



Complaints Policy

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with the 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 concerns in a caring and sensitive way.

- The person responsible for dealing with any complaint about the service which we provide is the Practice Manager.
- If a patient complains via telephone or at reception, we will listen to their complaint and offer to refer him or her to the Practice Manager immediately. If the Practice Manager is not available at this time, the patient will be told when they will be able to talk and arrangements will be made for this to happen. 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 someone else to deal with it.
- If the patient complains in writing the letter or email will be passed on immediately to the Practice Manager.
- 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.
- We will acknowledge the patient's complaint in writing and enclose a copy of this Policy and our Code of Practice as soon as possible, normally within 3 working days.
- 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 via 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.
- We will confirm the decision about the complaint in writing immediately after completing our investigation.
- Proper and comprehensive records are kept of any complaint received.
- If patients are not satisfied with the result of our procedure then a complaint may be made to: The General Dental Council, 37 Wimpole Street, London W1M 8DQ. Telephone 0845 222 4141. The dentists' regulatory body for complaints about professional misconduct.

his Policy was implemented on 25th March 2014

This Policy and relevant procedures will be reviewed annually and are due for review on:

24th March 2015 or prior to this date in accordance with any mandatory or legislative changes