



## Complaints Handling Policy (NHS and Private Treatment) Code of practice for 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 service. When patients complain, they are dealt with courteously and promptly, so 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 our service to be handled. We learn from every mistake that we make and we respond to patients concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service which we provide is:

Denise Harvey

Practice Complaints Manager

The nine principles of our practice are:

1. Put patients' interest first.
2. Communicate effectively with patients.
3. Obtain valid consent.
4. Maintain and protect patient's information.
5. Have a clear and effective complaints procedure.
6. Work with other colleagues in a way that is in patient's best interests.
7. Maintain, develop, and work within our professional knowledge and skills.
8. Raise concerns if patients are at risk.
9. Make sure our personal behaviour maintains patient's confidence in us as a practice and the dental profession.

Created By: Denise Harvey

Authorised by: Dr S Khan- Principal Dentist

Reviewed: Yearly

Reviewed By: D Harvey

Next review due: October 2021



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### Code of practice for patient complaints

#### Procedures

1. If a patient complains by telephone or in person, 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 patient will be told when they will be able to talk to the Complaints Manager and arrangements will be made for this to happen. The member of staff will make a written record of the complaint and provide the patient with a copy as well as passing it on to the Complaints Manager. If we cannot arrange this within a reasonable period or the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
2. If the patient complains in writing or by email it will be passed on immediately to the Complaints Manager.
3. For all email correspondence we use a secure NHS mail: [Stonydelph.dentalpractice@nhs.net](mailto:Stonydelph.dentalpractice@nhs.net)
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned 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 three working days. We will offer to discuss the complaint at a time agreed with the patients, asking how the patients would like to be kept informed of developments, for example, by telephone, face to face meetings, letters, or email. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.
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 days unless this is a complex case, we then intend to complete within 6 months.
7. When we have completed our investigation, we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking because of the complaint.

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8. Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve our services because of a complaint.
9. If patients are not satisfied with the result of our procedure, then a complaint may be referred to:

Complaints for NHS patients:

NHS England, P.O. Box 16738, Redditch, B97 9PT

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

Telephone Number: 0300 311 2233

Or visit <https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>

Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Telephone Number: 0345 015 4033

Or visit [www.ombudsman.org](http://www.ombudsman.org)

Complaints private patients:

The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CRO 6BA

Telephone number: 020 8253 0800

Or visit [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

For Both NHS and private complaints:

The General Dental Council, 37 Wimpole Street, London W1G 8DQ

Telephone: +44 (0)20 7167 6000

Email: [information@gdc-uk.org](mailto:information@gdc-uk.org)

Or visit [www.gdc-uk.org](http://www.gdc-uk.org)

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