

## Dentistry@68 Code of Practice for Patient Complaints

In this practice we take complaints very seriously indeed 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 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 service to be handled. We learn from every mistake that we make and we respond to patients concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaints about the service which we provide is Annabel Sweetland, the Practice Complaints Manager.
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 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 your 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 if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing or by email it will be immediately passed to the Complaints Manager.
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. Please advise the Practice Manager (Annabel Sweetland) within 1 week of receiving the acknowledgement if you do not wish for your complaint to be passed on to your dentist.
5. We will acknowledge the patients complaint in writing and enclose a copy of this Code of Practice soon as possible, normally within three working days. We will also inform the patient 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 practical, as to the progress of the investigation. Investigations will normally be completed within three weeks. Complex investigations may take longer, normally no longer than six 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 as a result of the complaint.
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. If patients are not satisfied with the result of our procedure we will offer to discuss the complaint at a time agreed with the patient.

10. If it is still not possible to resolve the matter the complaint may be referred to:

**The Dental Complaints Service**

The Lansdowne Building  
Lansdowne Road  
Croydon  
Greater London  
CR9 2ER  
Tel: 08456 120 540  
Email: [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) (complaints about private treatment)

**British Dental Health Foundations Word of Mouth Advice Line**

Tel: 0845 063 1188

**Bournemouth and Poole Primary Care Trust**

Canford House  
Discovery Court Business Centre  
551-553 Wallisdown Road  
Poole  
BH12 5AG  
Tel: 01202 541400

**Care Quality Commission**

Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**The Healthcare Commission**

Finsbury Tower  
103-105 Bunhill Row  
London  
EC1Y 8TG  
Email: [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

**Denplan LTD**

Denplan Court  
Victoria Road  
Winchester  
SO23 7FG  
Tel: 01962 866662 or 0800 401402

**DPAS LTD**

Place Farm Courtyard  
Court Street  
Tisbury  
Salisbury  
Wilts  
SP3 6LN  
Tel: 0800 525631