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Complaints Handling Code of Practice

In this practice we take complaints very seriously and try to ensure that you are always pleased with your experience of our service. If you complain, you are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

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 your concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service that we provide is Dr Smart, the practice Complaints Manager.
2. If you make a complaint by telephone or in person, we will listen to your complaint and offer to refer you to the Complaints Manager immediately. If the Complaints Manager is not available at the time, then you will be told when you will be able to talk to her and arrangements will be made for this to happen. The member of staff will make a written record of your complaint and provide you with a copy as well as passing it on to the Complaints Manager. If we cannot arrange this within a reasonable period or if you do not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If you make a complaint 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 normally be referred to the dentist concerned, unless you do not want this to happen.
5. We will acknowledge your 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 at a time agreed with yourself, asking how you would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail. We will inform you about how the complaint will be handled and the likely time that the investigation will take to be completed. If you do not wish to discuss the complaint, we will still inform you of the expected timescale for completing the process.
6. We will seek to investigate the complaint speedily and efficiently and we will keep you regularly informed, as far as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 6 months.
7. When we have completed our investigation, we will provide you 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 however you are not satisfied with the result of our procedure then a complaint may be referred to:

For complaints about NHS treatment:

* NHS England, PO Box 16738, Redditch, B97 9PT. Tel: 0300 311 2233, [www.england.nhs.uk](http://www.england.nhs.uk)
* The Parliamentary and Health Service Ombudsman (Millbank Tower, Millbank London SW1P 4QP, 0345 015 4033) or www.ombudsman.org.uk

For complaints about private treatment:

* The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER, 08456 120 540
* The General Dental Council, 37 Wimpole Street, London, W1M 8DQ the dentists’ registration body.