

Complaints Policy

We want to ensure that all our patients are pleased with their experience of our service, we take complaints very seriously. If a patient makes a complaint, we will deal with the matter courteously and promptly so that it is resolved as quickly as possible. Our procedure is based on these objectives. If you have a complaint or concern about the service you have received from the dentist or any of the staff working at this practice, please let us know. This Practice has an effective complaints system in place to ensure that identifying, receiving, recording, handling and responding to any comments, observations or complaints occurs within a strict timetable which is clearly documented. The complaints system is clearly displayed, and all patients and visitors are confident that they will be listened to and responded to without fear of discrimination.

Any complainant can be assured that they will be treated in a manner respecting their human rights and diversity; in a sensitive manner and that the complaint can be made by a variety of methods either verbally, by sign language or in writing.

Where they lack confidence or require help, they will be supported by helpful staff members. Their complaint will be fully documented and fairly dealt with and following investigation, lessons learned can lead to changes being made to avoid future complaints

How to complain

Complaints should be addressed to Radha Patel - Complaints Manager, or Kartik Patel– Deputy Complaints Manager. You may ask for an appointment in order to discuss your concerns. We will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him/her to Mrs Radha Patel. If this named person is not available at the time, then the patient will be told when they will be able to talk to the dentist 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 your problem cannot be sorted out this way and you wish to make a complaint in writing, we will respond to your complaint within three working days, enabling us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident that caused the problem.

What shall we do:

If the patient complains in writing the letter will be passed on immediately to Mrs Radha Patel. Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen. A written acknowledgment of a complaint with accompanying copy of our complaints policy will be sent. We shall acknowledge your complaint within 3 working days and aim to investigate your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we investigate your complaint, we shall aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you would like this
- Make sure you receive an apology where this is appropriate
- Identify what we can do to make sure the problem doesn't happen again

If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. 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. We will confirm the outcome about the complaint in writing immediately after completing our investigation. We will complete proper and comprehensive records of any complaint received in a complaint's tracker along with the outcome and any measures taken to prevent recurrence. Should a patient make a complaint or claim, we may need to provide information about the patient, and treatment they have received, to insurers, indemnifiers or legal advisers.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of clinical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical and mental illness) of providing this.

Complaining to Dental Complaints Service

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to complain to an independent body, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

For further advice, you should contact:

Dental Complaints Service

Stephenson House

2 Cherry Orchard Road

Croydon

CR0 6BA

Telephone: 020 8253 0800

(Monday – Friday 9am – 5pm)

Or

General Dental Council

37 Wimpole Street

London

W1G 8DQ

Email: www.gdc-uk.org

Telephone: 0845 222 4141 or 020 7887 3800

Approved By: Radha Patel

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