COMPLAINTS PROCEDURE
(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 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 patients' concerns in a caring and sensitive way.

Responsibility

The person responsible for dealing with any complaint about the service which we provide is the Practice Principal Dr H S Basra, the practice Complaints Manager. A complaint against the Principal Dentist will be dealt with by a nominated senior member of staff.

Complaints Process

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 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.

If the patient complains in writing or by email, it will be passed on immediately to the Complaints Manager. 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.

Acknowledgement of the Complaint

We may contact the patient by telephone to clarify any issues with the aim of resolving the complaint promptly to avoid any unnecessary delays. Where required, we will acknowledge the patient's 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 the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail. 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.

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Investigating the Complaint

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 28 days of the complaint being received.

If the patient does not wish to meet with us then we will attempt to talk to them on the telephone. If there is any delay in the investigation we will notify the patient, giving reasons for the delay and the likely period within which the investigation will be completed.

Replying to the Complaint

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.

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.

Outcome of the Complaint

If patients are not satisfied with the result of our internal procedure, then a complaint may be referred (or re-referred) to the following internal/external organisations:

Practice Contact Information:

Practice Manager: **Leanne McNeice**
Practice Manager: **Polly Basra**
Practice Principal: **Dr H S Basra**

info@stationhousedentalpractice.co.uk
Station House Dental Practice
Station Road
Oakengates
Telford
TF2 6AG

If the complaint is about Private Treatment:

The Dental Complaints Service
The Lansdowne Building
2 Lansdowne Road
Croydon
Greater London
CR9 2ER

The Dentists Registration Body:

The General Dental Council
37 Wimpole Street
London
W1M 8DQ