

## **Wimpole Road Dental Surgery 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 the matter is resolved as quickly as possible. The procedure is based on these objectives.

Our aim is to react to complaints in a 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 customer concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service which we provide is Mrs Pickess, our Complaints Manager

- 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 unavailable at the time, then the patient will be told when they will be able to 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 the patient complains in writing the letter will be passed immediately to the complaints manager.
- If a complaint is about any aspect of clinical care or associated issues it will normally be referred to the dentist, unless the patient does not want this to happen.
- We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within five working days.
- We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, 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 in which the investigation will be completed.
- We will confirm the decision about the complaint in writing immediately after completing our investigation.
- Proper and comprehensive records are kept of any complaint received.

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 will allow us to improve the Practice.

However, this does not affect your right to complain to the dental complaints services if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

If you require further advice you should contact:

- The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, Surrey, CR0 6BA. (Telephone: 020 8253 0800) [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0207 1676000), the dentists' regulatory body for complaints about **professional misconduct**.
- NHS England Customer Contact Centre 0300 3112233 for complaints about **NHS treatment**.
- Denplan Limited, Denplan Court, Victoria Road, Winchester, SO23 7RG (Telephone 0800 401402 or 01962 828000) for **Denplan** impartial mediation service enquiries
- Health Service Ombudsman 0345 0154033
- Independent Complaints Advocacy Service seap 0300 343 5736 [info@seap.org.uk](mailto:info@seap.org.uk) or NHS Complaints Advocacy Helpline 0300 330 5454