

COMPLAINTS POLICY FOR PATIENTS

If a patient has a complaint or concern about the service they have received, the practice will provide them with a copy of this policy.

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. We operate a practice complaints procedure for dealing with complaints. Our complaints system meets national criteria.

How to complain

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, we will respond to your complaint within three working days, enabling us to establish what happened more easily. We will investigate complaints made:

- Made within 6 months of the event; or
- Made within 6 months of realising that you have something to complain about, as long as it is not more than 12 months after the event itself.

These time limits can be waived if there are good reasons why you could not complain sooner.

Complaints should be addressed to Mrs S. Robertson - Complaints Manager. For more complicated complaints, your complaint will be investigated by the practice manager/practice owner.

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.

What shall we do:

We shall acknowledge your complaint within 3 working days and aim to investigate your complaint within 14 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

- 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.

Records

We keep full and comprehensive records of any complaints and the action that we have taken following the investigation. We review these records regularly to ensure we recognise mistakes and take the opportunity to improve our service.

For further advice, you should contact:

Dental Complaints Service

37 Wimpole Street

London

W1G 8DQ

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

Complaints and the CQC

The CQC don't get directly involved with complaints made to the practice. They do, however, encourage giving feedback for service providers.

To send feedback to the CQC about please go to:

<https://www.cqc.org.uk/give-feedback-on-care> or Telephone: 03000 616161 Monday to

Friday, 8.30am to 5.30pm Excluding bank holidays