

COMPLAINTS HANDLING POLICY (NHS)

CODE OF PRACTICE FOR PATIENT COMPLAINTS

In this practice we take complaints very seriously indeed and try to ensure that all 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.

1. The person responsible for dealing with any complaint about the service we provide is Judith Taylor.
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to Judith immediately. If Judith is not available at the time, then the patient will be told when he or she will be able to talk to her. 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.
3. If the patient complains in writing the letter will be passed on immediately to Judith.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within two working days. We will seek to investigate the complaint within ten working days of the complaint being received to give an explanation of the circumstances that led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him or her 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.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive reports are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.
8. If patients are not satisfied with the result of our procedure then a complaint may be made to: The Patient Advice & Liason Service (PALS). Telephone: 111 for NHS complaints/Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP. Telephone: 0345 015 4033 or for Private treatment Dental Complaints Service Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA. Telephone: 020 8253 0800 (Monday - Friday 9am - 5pm)

