

# S3 DENTAL COMPLAINTS PROCEDURE



These clear complaint procedures are monitored and reviewed and the named contact who is accountable for doing this is **DR S A BUTT**

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 the practice manager.

If the manager is not available at the time, then the patient will be told when they will be able to talk to the manager or dentist concerned 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.

1. If the patient complains in writing the letter will be passed on immediately to the practice manager
2. Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen.
3. A written acknowledgment of a complaint with accompanying copy of our complaints policy will be sent as soon as possible, **normally within seven working days.**
4. 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, 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.
5. We will confirm the outcome about the complaint in writing immediately after completing our investigation.
6. We will complete proper and comprehensive records of any complaint received in a complaints tracker along with the outcome and any measures taken to prevent recurrence.

If a patient is not satisfied with the result of our procedure then a complaint may be made to:

- For complaints about private treatment:

The Dental Complaints Service  
Stephenson House  
2 Cherry Orchard Road  
Croydon CR0 6BA

- For complaints about NHS treatment:

Parliamentary & Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP

- The Care Quality Commission at

Citygate,  
Gallowgate,  
Newcastle upon Tyne, NE14PA