

Complaints Policy

We always strive for our patients to be entirely satisfied with their experience of our service and welcome all feedback to further this. Where a patient wishes to complain we will ensure they are dealt with courteously and promptly and aim for the matter to be 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 wish to learn from any mistake in order to improve our future service, and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is the Practice Manager;
2. 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 Practice Manager immediately. If the Practice Manager is not available details of the complaint will be taken and passed on and arrangements made for a meeting with the patient as soon as possible; if this cannot take place within a reasonable period 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 the Practice Manager;
4. We will acknowledge the patient's complaint, in writing, within 3 working days and enclose a copy of this code of practice;
5. We will investigate the complaint as soon as possible and always aim for this to be within 40 days;
6. If we are unable to investigate and address the complaint within this 40 day period we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed;
7. We will confirm the decision about the complaint in writing immediately after completing our investigation;
8. Proper and comprehensive records will be kept of any complaint received;
9. We will not allow a patient complaint to affect their future treatment within any of our practices;
10. We will ensure our patients are aware they may complain to us at our practice OR to NHS England, PO Box 16738, Redditch B97 9PT (Tel: 0300 311 22 33 – email: england.contactus@nhs.net) where they have a problem with NHS dental treatment;
11. We will ensure our patients are aware they may complain to us at our practice OR to The Dental Complaints Service Tel: 020 8253 0800 where they have a problem with private dental treatment;
12. We will ensure, if patients are not satisfied with the outcome of our investigation, they are provided with the contact details of the Parliamentary and Health Service Ombudsman Tel: 0345 015 4033 – email: www.ombudsman.org.uk