

## Complaints Policy/ Dental Practice Code of practice for patient complaints

A complaint can be received by **24/7 Dental Clinics LTD** either verbally or in writing and can be made by:

- Patients
- Someone acting on behalf of a Patient and with their written consent, e.g. an advocate, relative, Member of Parliament
- Someone acting on behalf of a Patient who is unable to represent his or her own interests, provided this does not conflict with the Patient's right to confidentiality or a previously expressed wish of the Patient

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 can be 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 patients' 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 Ms. Mihaela Reimer – [mihaela.reimer@247dental.co.uk](mailto:mihaela.reimer@247dental.co.uk) 02086211627
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to return him or her to the practice manager. If the Practice Manager is not available at that time, then the patient will be told when they will be able to talk to the practice manager and arrangements will be made for this to happen. The member of staff will take brief details of the complaint to pass on. If we cannot arrange this within a reasonable period or the patient does not wish to wait to discuss the matter, arrangements will be made for one of the partners to deal with it.
3. If the patient complains in writing, the letter will be passed on immediately to the Practice Manager.
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 patients' 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 which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him/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 the investigation will be completed.
6. We will confirm the decision about the complaint by writing to the patient immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure, then a complaint may be made to:
  - The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP. Telephone: 0345 015 4033 [www.ombudsman.org.uk](http://www.ombudsman.org.uk)
  - The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London, CR9 2ER. Telephone: 08456 120 540 [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)
  - The General Dental Council, 37 Wimpole Street, London. W1N 8DQ. Telephone: 0845 222 4141, the dentists' regulatory body for complaints about professional misconduct [www.gdc-uk.org/patients/raising-a-concern](http://www.gdc-uk.org/patients/raising-a-concern)
  - CQC National Customer Service Centre, Gallowgate, Newcastle upon Tyne, NE1 4PA, [www.cqc.org.uk](http://www.cqc.org.uk)