



Denpure Dental Care Policy for Handling 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.

Our aim is to react to complaints in the 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 we provide are the practice managers.
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 *the* managers immediately.

If *a manager* is not available at the time, then the patient will be asked to arrange a call back by any manager who is next on site, 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 Dr Makhijani to deal with it.

3. If the patient complains in writing the letter will be passed on immediately to the practice managers.
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 normally within three working days. We will seek to investigate the complaint within 4 weeks of the date the referral was received, timescales vary depending on the nature of the complaint.
If we are unable to investigate the complaint within 4 weeks, 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.
8. If patients are not satisfied with the result of our procedure, then a complaint may be made to:

Private Treatment/Service Related Complaints:

Dental Complaint Services www.des.gdc-uk.org
020 8253 0800

NHS Treatment/Service Related Complaints:

Ombudsman (Health Service Commissioner) The
Parliamentary and Health Service Ombudsman
Millbank Tower,
Millbank,
London, SW1P 4QP
www.ombudsman.org.uk

0345 015 4033

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