



### **Complaints Handling Policy**

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

Our aim is to respond to complaints in a manner in which we would want our complaint about a service to be handled. We want to learn from every mistake that we make and respond to our patients concerns in a sensitive and caring manner. This procedure is based on these objectives;

- The person responsible for dealing with any complaint about the service we provide is Ruth Sinclair or Joanne Duggan.
- If you wish to make a complaint and the practice manager is not available we will arrange a convenient time for them to contact you. We will ask you for brief details of your complaint.
- If a complaint is made in writing, this will be directed to Ruth Sinclair or Joanne Duggan.
- If a complaint is made regarding any aspect of clinical care or associated charges it would usually be referred to the patient's treatment provider, unless the patient specifies otherwise. In which case a senior member of staff would then process the complaint.
- We aim to acknowledge any complaint, in writing, within three working days. We will enclose a copy of our complaints handling policy. We will then seek to investigate and respond to any complaint within fifteen working days. If, for any reason this is not possible we will contact the patient to provide an explanation for any delay.
- Following our investigation we will then provide the patient with a written report.
- Comprehensive records are kept of any complaints received by the practice.
- If patients are not satisfied with any aspect of our complaints handling procedure then a complaint can be made to:
  - **Dental Complaints Service: 37 Wimpole Street, London, W1M 8DQ**

Telephone: 020 788 73800 Website: [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)