

Code of Practice for Patient Complaints

In this practice we take complaints very seriously and try to ensure that all 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. The 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 persons responsible for dealing with any complaint about the service that we provide are Ange Thomson, Practice Manager in conjunction with Dr Anthony Zybutz, the Registered Manager and Principal Dentist.
2. If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to the registered manager immediately. If the registered manager is not available at the time, then the patient will be told when they will be able to talk to them and arrangements will be made for this to happen. The member of staff will make a written record of the complaint; passing it on to the registered manager. 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.
3. If the patient complains in writing or by e-mail it will be passed in immediately to the registered manager.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescales for completing the process.
6. We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as is reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within three months (but usually much sooner).
7. When we have completed our investigation, we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
8. Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.
9. If patients are not satisfied with the result or our procedure, then a complaint may be referred to:
 - The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141) website: www.gdc-uk.org the dentists' registration body
 - For Private Dental Treatment you can complain to the Dental Complaints Service, who provides free, independent Services <https://dcs.gdc-uk.org/>