

Complaints Policy

In this practice we take complaints very seriously and try to ensure that all patients are pleased with their experience of our service. When patients complain, ensure that they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

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.

It is important that all comments and complaints are listened to and that action will be taken if necessary. Patients should know that they would not be discriminated against for raising their concerns.

THE PROCEDURE

- If a patient complains on the telephone or at the reception desk, listen to their complaint and offer to refer them to Nami Hammond or Michael Hammond immediately. If either of the two individuals are not available at that time take brief details of the complaint and pass them on.
- If the patient complains in writing the letter will be passed on immediately to the above individuals.
- Written acknowledgement of a complaint will be sent to the patient within 3 working days of receipt. The acknowledgment will inform the patient of how the complaint will be dealt with and within what timescales. The patient will also be asked how they would like to be updated on developments with their case.
- In investigating a complaint we shall aim to:
 - 1) Find out what happened and what went wrong. Investigate the substance of the complaint, what are patient's views of events? Look at the practice records and talk to those involved.
 - 2) Make it possible for the patient to discuss the problem with those concerned, if they would like that.
 - 3) Apologize to the patient, if this is appropriate
 - 4) Identify what can be done to make sure the problem doesn't happen again.

If necessary seek advice from the BDA or other defense agency.

If further information is needed from the patient, arrange a meeting or telephone call for this to happen. Ensure that the conversation is held in private and for the outcomes to be confirmed in writing.

If patient's records need to be disclosed to a third party, the patient must be informed and must give their written consent.

Aim to resolve the investigation within 10 days. If this is not possible inform the patient giving reasons for the delay and a likely completion date. If necessary a progress report will be sent every ten days.

- Consider inviting the patient and if no objection the relevant members of the dental team to a meeting. Confirm in writing that which has been discussed and agreed.
- The decision of the complaint will be confirmed in writing to the patient immediately after completing the investigation.
- Proper and comprehensive records are kept of any complaint received.
- It s our aim to resolve any complaints within the practice without the need to liaise with any outside agencies. However in the event that a complaint cannot be resolved the patient should be made aware of the following third parties that will be of assistance:

DENTAL COMPLAINTS SERVICE

The Lansdowne Building,
2 Lansdowne Road,
Croydon,
CR9 2ER,
Telephone: 08456120540

GENERAL DENTAL COUNCIL

37 Wimpole Street
London
W1G 8DQ
Telephone: 0845 222 4141

CARE QUALITY COMMISSION (CQC)

Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG
Telephone: 03000 616161