



## PATIENT COMPLAINTS POLICY

We want all our patients to be pleased with the service they receive, so we take complaints seriously. If a patient makes a complaint, we will deal with it promptly and courteously. Our aim is to resolve the matter as quickly as possible following the agreed procedure and, wherever possible, to the satisfaction of the patient.

A complaint may indicate a failing on our part, which we can learn from and make improvements to our service. We will adopt a 'no blame' approach when investigating a complaint and especially where individuals are identified, with the aim of reach a satisfactory conclusion. We will, at all times, be polite and respectful to our patients.

### Complaint procedure

1. The Practice Complaints Manager- (PCM) **Meera Tailor** is responsible for dealing with all complaints about our service.
2. If you wish to make a complaint in person or by telephone, the member of staff receiving the complaint will make an initial record of your concerns and checks for accuracy. If the PCM- **Meera Tailor** is available, you will be asked whether you would like to see or speak to her, or **Meera Tailor** will make contact to arrange a meeting in person or by telephone asap.
3. If you complain in writing or by e-mail, the complaint will be passed immediately to the Meera Tailor.

4. Complaints about clinical care or the amount charged for treatment will be referred to the dentist concerned, unless requested otherwise.

5. All complaints are acknowledged in writing as soon as possible but within **3 working days**.

- A copy of this code of practice will be sent with the acknowledgement if requested.
- If you have not yet discussed the matter with Meera Tailor, you will be offered the opportunity to do so and also be asked how you would like to be kept informed of developments – **by letter, e-mail, telephone or face-to-face meetings**.
- You will also be advised of the process we will follow in resolving the complaint and the anticipated timescale.

6. We will investigate the complaint speedily and efficiently and, as far as reasonably practicable, will keep you informed of our progress. Investigations will normally be completed within 6 months.

7. On completion of our investigation, we will provide you - if requested with a full written report, which 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. Concise and comprehensive records will be kept of any complaint received as well as any actions taken to improve services.

9. If you are not satisfied with the result, then the complaint may be referred to:

**Private patients:**

## **Dental Complaints Service (DCS)**

### **Phone:**

020 8253 0800

### **Post:**

Dental Complaints Service  
37 Wimpole Street  
London  
W1G 8DQ

**The General Dental Council**, 37 Wimpole Street, London, W1M 8DQ the dentists' registration body.

**The Oral Health Foundation:** Word of Mouth Advice Line: **01788 539780**

### **NHS patients:**

For those who do not wish to complain directly to the practice, they can contact **NHS England** who can investigate and manage the complaint.

### **Phone:**

0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

### **Post:**

NHS England PO Box 16738 Redditch B97 9PT

### **Email:**

[england.contactus@nhs.net](mailto:england.contactus@nhs.net) marked 'For the attention of the complaints manager' in the subject line.

Patients should be aware that that if they make a complaint to NHS England, their information might need to be shared with a Commissioning Support Unit. If you do not want your information to be shared with the CSU, you will need to inform them as part of your complaint. If they require consent for the investigation they will contact you directly to ensure we have the appropriate consent in place.

**Parliamentary and Health Service Ombudsman**, Millbank Tower, Millbank London SW1P 4QP, telephone: 0345 015 4033

or [www.ombudsman.org.uk](http://www.ombudsman.org.uk) for complaints about NHS treatment.

Further information

<https://www.england.nhs.uk/wp-content/uploads/2016/12/dental-complaints-statement.pdf>

As from April 2013 Primary Care Serious Incidents (SIS) reporting should be made to NHS England in a timely manner.

All SI's should be reported to the Hertfordshire and South Midland Area Team using the [hsmlat.sui@nhs.net](mailto:hsmlat.sui@nhs.net) email address. The reporting must be concise and not contain any staff or patient identifiable data.

This should be submitted no later than 2 days after the incident being identified.

The Area Quality and Safety Team can provide advice on management of SI's on 01707 390855.

An email correspondence should be sent to [hsmlat.sui@nhs.net](mailto:hsmlat.sui@nhs.net)