

Code Of Practice For Patient Complaints

In this practice we take complaints very seriously and we try to ensure that all of our patients are pleased with their experience of our service. If you don't feel completely satisfied, we would like the opportunity to use your complaint to improve. You will always be dealt with courteously and promptly so that the matter is resolved as quickly as possible.

1. The people responsible for dealing with any complaint about the service which we provide are the dentists themselves, Gordon Hood (GPH) and Jonathan Whittaker (JMW).
GPH generated complaints are dealt with by JMW, and JMW generated complaints are dealt with by GPH. Alternatively patients may be dealt with by the duty receptionist.
2. If you complain by telephone or at the reception desk, we will listen to the complaint and offer to refer you to GPH or JMW immediately depending on whether it is of a clinical nature.
3. If GPH or JMW are not available, then we will make a convenient arrangement for you to talk confidentially. If we cannot arrange this within a reasonable period or if the patient does not want to discuss the matter, arrangements will be made a receptionist deal with.
4. If a patient complains in writing, the letter will be passed on immediately to GPH or JMW.
5. If a complaint is about any aspect of clinical care or associated charges it will normally be referred directly to GPH or JMW, unless the patient does not want this to happen.
6. 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.
7. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances that led to the complaint. If you do not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify you, giving reasons for the delay and a likely period within which the investigation will be completed.
8. 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.

9. Proper and comprehensive records are kept of any complaint received.
10. If patients are not satisfied with the result of our procedure then a complaint may be made to :

The Dental Complaints Service. 2 Lansdowne Road, Croydon, London CR9 2ER (08456 120 540) - for complaints about private treatment.

NHS Choices at www.nhs.uk or contact the NHS through
England.contactus@nhs.net or telephone 330 311 2233
or in writing to : NHS England, PO box16738, Reddich. B97 9PT

The General Dental Council, (The Regulatory Body) at:
37 Wimpole Street, London, W1M 8DQ tel 0845 2224141.
For complaints regarding professional misconduct.