

# **The Grange Dental Centre**

## **Complaints Handling Policy (1)**

In this practice we take complaints very seriously and endeavour to ensure that our patients are pleased with the service we provide.

We aim to deal with complaints, in the way in which we would want our complaint, about a service, to be handled. We strive to learn from every mistake that we make and we respond to patients' concerns in a sensitive manner.

1. The person responsible for dealing with any complaint about the service which we provide is Laura Fearnley, Practice Manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Laura Fearnley immediately. If Laura Fearnley is not available at the time, then the patient will be told when they will be able to talk to the Clinical Manager/Senior Nurse and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. 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 the letter will be passed on immediately to Laura Fearnley, or Deepinder Somal and/or Akash Ghai if Laura Fearnley is not available.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to 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 seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does 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 the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If you would prefer for the complaint to be handled externally in the case of NHS treatment then this can be done via National Patient Complaints, NHS England,

PO Box 16738, Redditch, B97 9PT (email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net) – please state ‘**For the attention of the complaints manager**’). The complainant can also check on the NHS England website for further information:  
<http://england.nhs.uk/contact-us/complaint/>

9. If patients are not satisfied with the result from the initial procedure then a complaint may be made to:

- NHS TREATMENT-

Parliamentary and Health Service Ombudsman, Millbank Tower,  
Millbank London SW1P 4QP (tel: 0345 015 4033 or  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)).

- PRIVATE TREATMENT –

The Dental Complaints Service (08456 120 540)

Date policy adopted: 01/08

Date policy updated: 01/18

## **Complaints Handling Policy (2)**

If patients have not been satisfied with resolution as per Stage 1 of our policy, they may then refer their complaint to –

- General Dental Council, 37 Wimpole Street, London, W1M 8DQ, the dentist registration body.

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