

# HANDLING PATIENT COMPLAINTS POLICY

All the member of the Dental Team at this practice are committed to delivering high quality care and service to all our patients. Should a patient claim that this has not been their experience, we need to know about the patient's experience and learn how we can improve our services.

The appointed person to handle complaints is Sue Davis (Practice Manager)

If the patient is unhappy with the choice of appointed person, an alternative member of the dental team will take on the role of complaints manager.

The Practice receives complaints by letter, telephone, email or directly made to reception staff.

The complaint shall be passed on to the Complaints Manager immediately and it will be responded to by this person within 48 hours. Any delays experienced during preliminary investigation are alerted to the patient who is kept informed of progress.

The patient shall be invited to discuss the complaint via telephone call or during a meeting at the Practice. A record of the discussion shall be made and the patient is given a copy.

Further investigation shall be carried out following on from initial meeting with the patient. The patient is kept informed of progress throughout the investigation. Should any contact be made to third parties, written consent will be obtained from the patient.

A further meeting shall be arranged and the findings of the investigation are discussed with the patient. Prior to the meeting, the patient shall be informed of all attendees. The patient has the right to bring a representative with them.

Comprehensive notes shall be taken and verified as a true record by all involved in the meeting. If the patient is unwilling to attend a meeting, discussions are held via telephone.

The patient will receive a copy in writing of the meeting or telephone conversation which will conclude with a decision made about the complaint.

Translation services, sign language or Braille services are used to enable the patient to understand the proceedings at any point during the complaint's lifespan.

If the patient is not satisfied with the result of the procedure, then the complaint should be directed to:

- . Patient Advice and Liaison Service (PALS) at your Local NHS care
- . The Dental Complaints Service for complaints about private treatment
- . The General Dental Council