

Caversham Heights Dental Practice

POLICY FOR HANDLING PATIENT COMPLAINTS

At Caversham Heights Dental Practice we welcome your feedback and try to ensure that all patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

We aim to learn from all complaints made and try to respond to patients' concerns in a caring and sensitive way.

- The person responsible for dealing with any complaint about the service we provide is Suzanne Screen, the practice manager.
- If a patient complains on the telephone or at the reception desk, we will listen to the complaint and offer to refer them to Suzanne immediately.
- If Suzanne is not available at the time, then we will arrange a convenient time for her to contact you to discuss your complaint, either over the telephone or face to face.
- If the patient complains in writing the letter will be passed to Suzanne to review.
- 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.
- 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 the complaint being received to give an explanation of the circumstances which led to the complaint.
- 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 and, if necessary, a progress report will be sent to the patient every ten days.
- We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
- Proper and comprehensive reports are kept of any complaint received.
- If patients are not satisfied with the result of our procedure then a complaint may be made to
 - The Dental Complaints Service (08456 120 540) for complaints about private treatment
 - The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
 - The Care Quality Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG (www.cqc.org.uk)
 - Denplan Ltd, Denplan Court, Victoria Road, Winchester, Hampshire, SO23 7RG (0800 401 402)

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Signature: