

Practice Complaints Procedure

In this practice we take complaints seriously and we aim to ensure that all our patients are pleased with their experience of our service. When a patient complains, he/she is dealt with courteously and promptly so that the matter is resolved as quickly as possible. This policy is based on these objectives.

In responding to a complaint, we aim to treat you the way we would like to be treated if we were in your position. We aim to respond to your complaint effectively and ensure that we take the opportunity to learn and improve our service.

The person responsible for dealing with any complaint about the service which we provide is either the dentist treating you, the practice manager or the practice principle (Dr M Hussain).

If a patient makes a verbal complaint, we will listen to and offer to refer him or her to the dentist concerned without delay. If the dentist is not available at the time, then the patient will be advised when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of our team will take brief details of the complaint and pass them on.

If a patient complains in writing, the letter or email will be passed to the practice manager without delay. If a complaint is about any aspect of clinical care, it will normally be referred to the dentist.

- We will acknowledge the patient's complaint in writing within two working days if possible.
- We will seek to investigate the complaint and respond within ten working days.

We will provide our response to the complaint in writing as soon as possible after completing our investigation. Proper and comprehensive records are kept of any complaint received.