

PJS CARE LTD

CODE OF PRACTICE FOR PATIENTS COMPLAINTS

In this practice we take complaints very seriously indeed 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. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaints about a service to be handled. We learn from every mistake that we make and we respond to patients concerns in a caring and sensitive way.

1. The persons responsible for dealing with any complaint about the service which we provide are: Jayne Smart or Jill Newitt
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to Jayne Smart or Jill Newitt immediately. If Jayne Smart or Jill Newitt are not available at the time, then the patient will be told when she will be able to talk to the dentist 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 of 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 Jayne Smart or Jill Newitt.
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 a timely manner of the complaint being received. If the patient does not wish to meet us, then we will attempt to talk to him or her on the telephone. If the investigation is taking longer than anticipated we will notify the patient, giving reasons for the delay.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure then a complaint may be made to:

NHS dental treatment

The Parliamentary Health Service Ombudsman, Millbank Tower, London, SW1 4QP

Private dental treatment

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA.

Private dental treatment through a dental plan, please contact your plan provider.

