

Code of practice for patient complaints

We are committed to providing high quality care for all and will ensure that our patients and their representatives can seek advice, provide feedback or make a complaint about any aspect of our service. This policy describes how we receive, manage, respond to and learn from complaints made about our service. All members of the team are expected to understand and follow this policy when dealing with a patient complaint.

The key aspects of this policy are that:

- Our patients know how to complain and are confident that we will take their complaint seriously
- We will investigate all complaints and will keep the patient informed of the findings of our investigation
- We will learn from any complaints, concerns and feedback that we receive and use these lessons to improve our service.

Information for patients

We believe that if a patient wishes to make a complaint or register a concern about any aspect of our service, they should find it easy to do so. Our code of practice for patient complaints, encourages patients to let us know when our service has not met their expectations and explains how we will investigate their complaint and keep them informed.

Practice complaints process

1. Responsible person:

The designated individual responsible for handling complaints about our service is **Jayne Fitzgerald**.

2. Complaints in Person or by phone:

- If a patient raises a complaint at reception or over the phone, we will listen attentively and offer an immediate referral to **Jayne Fitzgerald**.
- If she is unavailable, we will inform the patient of her availability and arrange a suitable time for discussion.
- A staff member will record brief details of the complaint and pass them on.
- If an immediate arrangement cannot be made or the patient prefers not to wait, another appropriate person will handle the complaint.

3. Complaints in writing or via email:

- Written complaints will be promptly forwarded to Jayne Fitzgerald.
- Patients may also submit complaints via email; woodlands.dental1@nhs.net

4. Acknowledgment of complaints:

- Complaints will be acknowledged in writing as soon as possible, normally within three working days, along with a copy of this policy.



- Patients who do not receive an acknowledgment within 48 hours should contact us by phone to confirm receipt.

5. Clinical Care or charges complaints:

Complaints related to clinical care or associated charges will typically be referred to the dentist, unless the patient requests otherwise.

6. Investigation Process:

- We will aim to investigate complaints timely manner
- If the patient prefers not to meet in person, we will attempt to discuss the matter over the phone.
- If the investigation takes longer than expected, we will notify the patient and provide reasons for the delay.

7. Resolution & Communication:

Once the investigation is complete, we will confirm the decision about the complaint in writing to the patient immediately

8. Record Keeping:

Comprehensive records of all complaints are kept securely and not with the individuals clinical record.

9. Learning from complaints

As soon as possible after a complaint has been dealt with, we will ensure that those involved are given individual feedback. Where our investigations identify a need to improve or review our practice systems, we will encourage general discussion at practice meetings and seek suggestions for improvement. Any agreed changes will be kept under review.

We will undertake ongoing monitoring of all complaints to identify trends and assess training

10. 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.

