

# Complaints Procedure

- 1 At our practice we operate an open and honest complaints procedure which is in line with NHS, GDC and the Parliamentary Health Service Ombudsman Guidance
- 2 The Practice Manager is responsible for dealing with and investigating all patient complaints. However if you are concerned about anything you can speak to any member of staff who will advise the Practice Manager of your concerns
- 3 You can raise concerns by speaking to a member of staff or the Practice Manager, you can also put your concerns in writing addressed to the Practice Manager
- 4 We endeavour to deal with any concerns in a timely manner and we hope to resolve any complaints at the first point of contact
- 5 However, if an investigation is required we will acknowledge the complaint within 3 working days and endeavour to respond in full within 20 working days
- 6 If you remain dissatisfied with our response to your complaint a local resolution meeting may be offered if appropriate and we will advise you of how you can escalate your concerns
- 7 If you need assistance in making a complaint the Practice Manager will provide you with details of a local free of charge Patient Advocacy Service such as the NHS SEAP (Support Empower Advocate Promote) service or PALS (Patient Advice and Liaison Service)

In this practice we take complaints very seriously indeed and try to ensure that all patients are pleased with their experience of our service. We adopt a non discriminatory approach to dealing with patient complaints and treat all patients with courtesy and respect. Our practice is committed to ensuring and safeguarding patient rights. We adhere to the Equality Act 2010. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

[www.idhgroup.co.uk](http://www.idhgroup.co.uk)

## CODE OF PRACTISE FOR PATIENT 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. We adopt a non discriminatory approach to dealing with patient complaints and treat all patients with courtesy and respect. Our practice is committed to ensuring and safeguarding the right to equality and to freedom from discrimination on such grounds as disability, political or other opinion, race, religion, sex or sexual orientation and marital status. Our practice supports the Race Relations Act 1976 and the Sex Discrimination Acts 1975 and 1986 and the Disability Discrimination Act 1995. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Our aim is to react to complaints in the way in which we would all want a complaint 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 person responsible within the Practice for dealing with any complaint about the service which we provide is **Mandy Grimes**.
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 **Mandy Grimes** immediately.

If **Mandy Grimes** is not available at that specific time, then the patient will be told when she/he will be able to talk to the dentist and arrangements will be made for this to happen. A member of the staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or 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 **Mandy Grimes**.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist for their comments.
5. We will acknowledge the patient's complaint verbally and / or in writing and enclose a copy of this code of practice within three working days. We will seek to investigate the complaint and provide a response within twenty working days of the complaint being received. If this is not possible, we will inform the complainant in a timely manner of any unavoidable delays.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. If complaining on behalf of someone else, please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we must know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.
8. If preferred, a patient may want to copy in their local NHS Trust / Health Board / Health Council, who will be happy to monitor how we handle the complaint, or they may want to contact them directly and they will forward the complaint onto us. Alternatively for further advice patients could contact the Dental Complaints Service (Private Patients only) Helpline 08456 120 540. There maybe other advocacy services in the area and details of these can be obtained from the Practice Manager.
9. If patients are not satisfied at the end of local resolution then they may approach the Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ, Tel: 0845 601 0987, Fax: 01656 641 199, E-mail:[ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk), Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk) to request an independent review.
10. Proper and comprehensive records are kept of any complaint received and details of each complaint are forwarded to the Head Office of Integrated Dental Holdings.