



## Complaints Policy

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

1. The person responsible for dealing with any complaint about the service which we provide is Mrs. Bernadette Wilkinson, Practice Manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the Complaints Manager immediately. If not available at the time, then the patient will be told when they will be able to talk to the Manager or an alternative member of staff, 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 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 the Complaints Manager.

4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist to review alongside the Complaints Manager, 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 ten working days of receipt to give an explanation of the circumstances leading to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. 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.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received, and annual records sent to local NHS Area Team.
8. If patients are not satisfied with the result of our procedure, then a complaint may be made to one of the following:
  - Dental Commissioning Department, Greater Manchester Area Team, 4<sup>th</sup> Floor, Three Piccadilly Place, M1 3BN.
  - 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)

- **NHS England's Contact Centre for NHS treatment complaints**

By post : NHS England, PO Box 16738, Redditch, B97

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By email : [England.contactus@nhs.net](mailto:England.contactus@nhs.net) with 'For the attention of the Complaints Manager' in the subject line

By telephone : 0300 311 22 33 (Monday – Friday 8am-6pm, excluding English Bank Holidays). Your complaint will be noted and passed to the Complaints Manager

- The Healthcare Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)



