



## Complaints Handling Policy

In this practice we take complaints very seriously 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 a way in which we would want our 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 for dealing with any complaint about the service which we provide is: **Jeff Barlow**
- 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 **Jeff Barlow** immediately. If **Jeff Barlow** is not available at the 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. 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 to: **Jeff Barlow**
- 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 patients' complaint in writing and enclose a copy of this code of practice as soon as possible normally within two working days. We will seek to investigate the complaint received to give an explanation of the circumstances, which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him or her on the telephone.
- 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: The Dental Complaint Service of NHS England.

Their address is:

The Dental Complaints Service  
The Landsdowne Building  
Landsdowne Road  
Croydon  
CR9 2ER  
Tel : 08456 120 540

NHS England  
PO Box  
Redditch  
B97 9PT  
Tel : 03003112233