

PRACTICE COMPLAINTS POLICY

Our goal is to make our patients' visits to us as pleasant an experience as possible. We take complaints very seriously and aim to deal with them rapidly in a courteous and efficient manner. In summary treat people as we ourselves would like to be treated in similar circumstances.

- The Practice Complaints Co-ordinator is Peter Watt.
- All complaints are handled confidentially. Written communications are marked 'private and confidential' and complaints made in person discussed in a private area.
- Telephone or reception complaints will be listened to sympathetically and offered referral to Complaints co-ordinator. If co-ordinator unavailable for a protracted period then another dentist or senior member of staff will handle the complaint.
- Written complaints to Complaints co-ordinator. Verbal complaints must be transcribed into writing and copied to the complainant. Any complaints raised verbally but resolved within 24 hours should be recorded but will not require written acknowledgement.
- If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the treating dentist, unless the complainant does not want this to happen.
- On receipt of a complaint, the complaints co-ordinator will offer a meeting with the complainant to agree a timeframe for resolution and the way in which the complaint will be handled. Another member of staff, not directly involved in the complaint, should be present to take notes.
- Complaints will be acknowledged in writing as soon as possible, normally within ten working days, to include the matters discussed at the meeting, along with a copy of this policy.
- Complainant will be notified of any decisions in writing.
- Full and proper reports of complaints will be kept in the complaints book.
- If complainants are not satisfied with the outcome of this procedure, patients can contact:

Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, CR9 2ER Tel: 020 8253 0800 email: info@dentalcomplaints.org.uk for complaints about private treatment.

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ
Tel: 020 7167 6000 for complaints about professional misconduct