

## Complaints handling policy

### Code of practice for patient complaints

In this practice we take complaints very seriously and try to ensure that all our 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.

1. The person responsible for dealing with any complaint about the service that we provide is Dana Vosooghi, the practice principle.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and where possible, to refer him or her to the principle immediately. If the principle is not available at the time, then arrangements will be made for the patient to meet or speak to him as soon as is practicable. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange a meeting within a reasonable period of time or if the patient does not wish to wait to discuss the matter, we will request that the patient puts their concerns in writing.
3. On receiving a written complaint, the letter or email will be passed on immediately to the principle.
4. We will acknowledge receipt of the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 5 working days.
5. We will seek to investigate the complaint within 10 working days and give a written account of the events that lead to the complaint and our proposed action. If appropriate we will offer to arrange to meet the patient to discuss the matter further. If we are unable to investigate the complaint within 10 working days we will notify the patient, giving reasons for the delay and a likely period within which they will receive a reply.
6. We will confirm the decision about the complaint in writing when a conclusion is reached or agreed upon.
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 Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER (Telephone: 08456 120 540) for complaints about private treatment:

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), the dentists' regulatory body for complaints about professional misconduct.