



206 HIGH STREET OLDLAND COMMON BRISTOL BS30 9QW 0117 932 4455

## **POLICY FOR HANDLING 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. 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 the 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 we provide is **Dr. Katie Davies**.
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 **Dr. Katie Davies** immediately. If **Dr. Katie Davies** is not available at the time, then the patient will be told when he or she 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 on immediately to **Dr. Katie Davies**.
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 patient's 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 within ten working days of the complaint being received to give an explanation of the circumstances that 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. 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 to the patient immediately after completing our investigation.



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7. Proper and comprehensive reports 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:
  - **NHS England** – South Gloucestershire Area Team, South Plaza, Marlborough Street, Bristol BS1 3NX, Telephone 0300 311 2233  
or the **Parliamentary and Health Service Ombudsman**, Millbank Tower, Millbank, London SW1P 4QP, Telephone 0345 015 4033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk) for complaints about NHS treatment.
  - **Care Quality Commission** – standards for dentists, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA, Telephone 0300 061 6161 or [www.cqc.org.uk](http://www.cqc.org.uk)  
The CQC does not settle individual disputes but your feedback about a practice helps to decide when, where and what to inspect.
  - **Citizens Advice Bureau**: NHS and local authority social services complaints
  - The **Dental Complaints Service**, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER, Telephone 08456 120 540 or [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) for complaints about private treatment.
  - The **General Dental Council**, 37 Wimpole Street, London, W1M 8DQ, Telephone 020 7167 6000 . Email: [Complaints@gdc-uk.org](mailto:Complaints@gdc-uk.org)
  - **Denplan** – those registered can contact Denplan by telephoning for advice on 0800 169 7220.