

The Dental Centre Tenterden Complaints Policy

We want all our patients to be pleased with the service they receive so we take complaints seriously. If a patient makes a complaint, we will deal with it promptly and courteously. Our aim is to resolve the matter as quickly as possible following the agreed procedure and wherever possible, to the satisfaction of the patient. A complaint may indicate a failing on our part, which we can learn from and make improvements to our service. We will adopt a 'no blame' approach when investigating a complaint and especially where individuals are identified, with the aim of reaching a satisfactory conclusion. We will, at all times, be polite and respectful to our patients.

Practice Procedure

The Practice Complaints Manager Dr Ambrose Ebhohimen who is responsible for dealing with all complaints about our service. In his absence Ms Sharon Theobald will be responsible to manage any arising complaint prior to his return.

If a patient makes a complaint in person or by phone, the member of staff receiving the complaint makes an initial record of their concerns and checks for accuracy with the patient. The patient is given a copy of the record and the original is passed to the Complaints Manager. If the Complaints Manager is available, the patient is asked whether they would like to see him immediately. Otherwise the patient is advised when the Complaints manager will make contact to arrange a meeting in person or by telephone.

If the patient complains in writing or by email, the complaint will be passed immediately to the Complaints Manager.

Complaints about clinical care or the amount charged for treatment will be referred to the dentist concerned, unless the patient requests otherwise. All complaints are acknowledged in writing as soon as possible but within 48 hours. A copy of this code of practice will be sent with the acknowledgement. If the patient has not yet discussed the matter with the complaints Manager, they will be offered the opportunity to do so and also be asked how they would like to be kept informed of developments – by letter, email, telephone or face-to-face meetings. The patient will also be advised of the process we will follow in resolving the complaint and the anticipated timescale.

We will investigate the complaint speedily and efficiently and as far as reasonably practicable, will keep the patient informed of our progress. Investigations will be completed within 10 working days.

On completion of our investigation, we will provide the patient with a full written report, which will include

- An explanation of how the complaint has been considered.
- The conclusions reached in the respect of each specific part of the complaint.
- Details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

Proper and comprehensive records will be kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.

If the patient is not satisfied with the result after our investigations, then the complaint may be referred to:

NHS England PO Box 16738, Redditch, B97 9P Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Telephone: 0345 015 4033 or www.ombudsman.org.uk

The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER

Telephone: 08456 120 540
www.dentalcomplaints.org.uk