



## Complaints Procedure

In this practice we try to ensure that all patients are happy with their experience of our service. Therefore, we take complaints very seriously. 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 ourselves 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 ultimately responsible for dealing with any complaint about the service we provide is: *The Practice Manager*.
2. If we receive a complaint in Reception or by telephone we will listen to the complaint and if we are unable to resolve it, will offer to refer the patient to *The Practice Manager*. If *The Practice Manager* is unavailable, then the patient will be asked to provide details of the complaint (in the privacy of the consultation room if necessary) which will be passed to *The Practice Manager*, who will contact the patient within a reasonable amount of time. If the patient does not wish to wait to discuss the matter, arrangements will be made for an alternative person to deal with it immediately, although they may not have the authority to make any required decisions at that point in time.
3. If the patient complains in writing, the letter will be passed directly to The Practice Manager.
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 requests otherwise.
5. We will acknowledge the patient's complaint in writing as soon as possible, normally within 5 working days, enclosing a copy of this code of practice. We will seek to investigate and resolve the complaint and reply in writing within 10 working days. If we are unable to meet this target, we will again contact the patient to explain the reasons for the delay and give a likely period within which we aim to complete our investigation.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation.
7. A proper and comprehensive report of the complaint will be kept.
8. If you are not happy with the response you receive from us you are entitled to raise this verbally or in writing with NHS England. You can get support with making a complaint from:

### NHS Dental Services

- NHS England, PO Box 16738, Redditch, B97 9PT
  - Tel: 0300 311 22 33
  - Web: [www.nhscommissioningboard@hscic.gov.uk](mailto:www.nhscommissioningboard@hscic.gov.uk)

or

- Independent Complaints Advocacy Service (ICAS) or
- Citizens Advice Bureaux

### Private Dental Services

- The Dental Complaints Service on [0845 120 540](tel:0845120540) or visit [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk).

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