

THE BOURNE DENTAL PRACTICE

Complaints Handling Policy (Private Treatment)

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.

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 which we provide is our Complaints Manager.
2. If a patient complains on the telephone or in person, we will listen to their complaint and offer to refer them to the Complaints Manager immediately. If the Complaints Manager is unavailable, then the patient will be advised of this and arrangements will be made for the Complaints Manager to contact the patient at a convenient time to discuss the complaint.
3. If the patient complains in writing the letter or email will be passed on immediately to the Complaints Manager.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned and any other member of staff who may have been involved. Information will also be shared with the dentist's Indemnity Advisor if necessary.
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 three working days.
6. We will seek to investigate the complaint within 15 working days of receipt to give an explanation of the circumstances which led to the complaint. If we are unable to investigate the complaint within 15 working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
7. We will confirm the decision about the complaint in writing immediately after completing our investigation.
8. Proper and comprehensive records are kept of any complaint received.
9. If patients are not satisfied with the result of our complete investigation then a complaint may be referred in the first instance to the following body listed below:

The Dental Complaints Service: Tel: 020 8253 0800 or online: www.dcs.gdc-uk.org