

## **HOBURNE DENTAL PRACTICE CODE OF PRACTICE FOR PATIENT COMPLAINTS**

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 reach a satisfactory conclusion. We will, at all times, be polite and respectful to our patients.

### **Practice procedure**

1. The practice complaints manager Christian Gollings is responsible for dealing with all complaints about our service. Michael Pilling assists with the administration.
2. If a patient makes a complaint in person or by telephone, the member of staff receiving the complaint makes an initial record of their concerns and checks this 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/her immediately. Otherwise the patient is advised when the Complaints Manager will make contact to arrange a meeting in person or by telephone.
3. If the patient complains in writing or by e-mail, the complaint will be passed immediately to the Complaints Manager.
4. All complaints are acknowledged in writing as soon as possible but within three working days. 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, e-mail, 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.
5. We will investigate the complaint speedily and efficiently and, as far as reasonably practicable, will keep the patient informed of our progress. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them 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. When an investigation is on-going, a full response is sent within 5 days of its conclusion
6. 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 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.

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

8. If a patient is not satisfied with the result, then the complaint may be referred to:

Dental Complaints Service  
The Lansdowne Building  
2 Lansdowne Road  
Croydon  
CR9 2ER

General Dental Council  
37 Wimpole Street  
London  
W1 8DQ

The Care Quality Commission  
Finsbury Tower  
103-105 Bunhill Row  
London  
EC1Y 8TG