

Practice Complaints Policy

All the members of the Dental Team at this practice are committed to delivering high quality care and service to all patients, visitors and service users. Should a patient, visitor or service user claim that this has not been their experience, we need to know about the persons experience and learn how we can improve our services.

The appointed person to handle complaints is:

Hina Khaliq / Breege Finan

If the complainant is unhappy with the choice of appointed person, an alternative member of the dental team will take on the role of complaints manager.

The Practice receives complaints by letter, telephone, email or directly made to reception staff. The complaint shall be passed on to the Complaints Manager immediately and it will be responded to by this person within 48 hours. Any delays experienced during preliminary investigation are alerted to the patient who is kept informed of progress.

The complainant shall be invited to discuss the complaint via telephone call or during a meeting at the Practice. A record of the discussion shall be made, logged and the complainant given a copy. Further investigation shall be carried out following on from initial meeting and the complainant kept informed of progress throughout the investigation. Should any contact be made to third parties, written consent is obtained from the complainant.

A further meeting shall be arranged and the findings of the investigation discussed. Prior to the meeting, the complainant shall be informed of all attendees. The complainant has the right to bring a representative with them.

Comprehensive notes shall be taken and verified as a true record by all involved in the meeting. If the complainant is unwilling to attend a meeting, discussions are held via telephone. The complainant will receive a copy in writing of the meeting or telephone conversation which will conclude with a decision made about the complaint.

Translation services, sign language or Braille services are used to enable the complainant to understand and communicate throughout the proceedings at any point during the complaint's lifespan.

If the complainant is not satisfied with the result of the procedure, then the complaint should be directed to:

- Patient Advice and Liaison Service (PALS) at your local Primary Care Trust (PCT) for NHS care
- The Dental Complaints Service for complaints about private treatment
- The General Dental Council
- The Care Quality Commission-CQC (*England only*)

Following any feedback or complaint the practice team will discuss any improvement and action required. This will be recorded in practice meeting minutes with along with any evidence of learning outcomes and improvements.