

## Patient Complaints Procedure

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In this practice we take complaints very seriously indeed and try to ensure that all 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:

### **COMPLAINTS MADE TO THE PRACTICE**

1. The person responsible for dealing with any complaints about the service is Zahra Salmasi - Area Practice Manager
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to Zahra Salmasi. If Zahra Salmasi is not available at the time, arrangements will be made for Zahra Salmasi to call back at the soonest opportunity. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, an email/letter can be sent.
3. If the patient complains in writing the letter will be passed on immediately to Zahra Salmasi.
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 does not want this to happen.
5. We will acknowledge the patient's complaint and attach a copy of this Code of Practice within three working days. We will seek to investigate the complaint within the agreed response period of the complaint being received to give an explanation of the circumstances which led to the complaint. If we are unable to investigate the complaint within this agreed time period we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation. This will be within 14 days of the complaint received
7. Proper and comprehensive records are kept of any complaint received.
8. The Dental Practice welcomes all complaints; any patient that makes a complaint will not be adversely treated due to having complained. If you do not wish to complain directly to the Practice you can address your Complaint directly to:
  - The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER, 08456 120 540 or [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) for complaints about private treatment.
  - General Dental Council, 37 Wimpole Street, London, W1G 8DQ, [www.gdc-uk.org](http://www.gdc-uk.org)  
+44 (0) 845 222 4141 (UK local rate) or +44 (0) 20 7887 3800

