

Complaints Procedure – information for patients

Who Can Make a Complaint?

The following people can make a complaint to the practice.

- A person who receives or has received services from the practice.
- A person likely to be affected by the actions or decisions of the practice.
- A person acting on behalf of a patient in one of the above categories, providing they have the patient's consent.
- A person acting on behalf of a patient in one of the above categories who does not require the patient's consent (such as the parent of a young child (-16) or the representative of a patient who lacks capacity within the meaning of the Mental Capacity Act.
- If a person makes a complaint on behalf of a patient, the practice must verify the identity of the person making the complaint and either that the person has the right to act on behalf of the patient if consent is not required, or that the patient has given written consent for the person to act for them and that their confidentiality is considered.

Time Limit for Complaints

Complaints should usually be made within 12 months of the event in question or within 12 months of becoming aware of a problem. The practice has the discretion to extend this period if it is clear that the person could not have complained earlier and it is still possible to investigate the complaint.

How to complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted in this way and you wish to make a complaint, we would like you to let us know as soon as possible because this will enable us to establish what happened most easily.

Complaints about the treatment you received should be made to the dentist who normally sees you, or alternatively, you may ask for an appointment for the practice manager in order to discuss your concerns. She will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

What We Shall Do

We shall acknowledge your complaint within 3 working days at the same time an offer will be made to discuss with the patient the handling of the complaint and the probable period for the investigation and response.

Investigating a Complaint

Once the complaint is received, the practice will:

- Investigate the complaint in a manner appropriate to resolve it speedily and efficiently
- During the investigation, keep the complainant informed, as far as reasonably practicable, as to the progress of the investigation.

The investigation may include:

- Talking to staff involved in the incident or event that led to the complaint
- Speaking to the complainant to find out more about the circumstances of their complaint
- Examining records relating to the complaint (e.g. patient records, appointment system, etc)
- A second opinion
- Reviewing processes and procedures that may have contributed to the event or incident
- Identifying improvements that need to be made to prevent a similar complaint happening in future

In investigating your complaint, we shall aim to;

- Find out what happened and what went wrong
- Enable you to discuss the problem with those concerned, if you would like this
- Ensure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem does not happen again.

We hope that if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However this does not affect your right to complain to the Dental Complaints Service, if you feel you cannot raise your complaint with us or are dissatisfied with the result of our investigation. If you wish further advice you should contact;

Complaining to Dental Complaints Service

Dental complaints Service
The Lansdowne Building
2 Lansdowne Road
Croyden
CR9 2ER
TEL 08456 120 540
Email; info@dentalcomplaints.org.uk

You may also like to contact The General Dental Council for more advice

The general Dental Council
37 Wimpole Street
London
W1M 8DQ
TEL 020 7887 3800
EMAIL; complaints@gdc-uk.org

For those patients who have a complaint regarding treatment they have received under the NHS can also contact:

NHS England

PO Box 16738
Redditch
B97 9PT
TEL 0300 311 22 33 (Mon – Fri 8am – 6pm excluding bank holidays)
EMAIL: england.contactus@nhs.net
All details are available on: <http://www.england.nhs.uk/contact-us/complaint/>

Denplan Patients

For those patients registered with this practice with Denplan can contact Denplan by telephone for advice 0800 169 7220

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