

Patient Complaints Procedure

At Tupsley Dental 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 customers concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service which we provide is the Practice Manager- Claire Cooper-McQueen.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the Practice Manager immediately. If Claire is not available at the time, then the patient will be told when they will be able to talk to her and arrangements will be made for this to happen. 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, arrangements will be made for Mr Mark Worthing or Mr Rob Masters to deal with it.

If the patient complains in writing the letter will be passed on immediately to Claire Cooper-McQueen - Practice Manager.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the registered dentist, unless the patient does not want this to happen.

We will acknowledge the patient's complaint in writing as soon as possible, normally within three working days. We investigate the concern and report back within ten working days. If, for any reason, we are unable to complete our investigations 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.

We will confirm the decision about the complaint in writing immediately after completing our investigation. Proper and comprehensive records are kept of any complaint received.

Private patients can contact the Dental Complaints Service and the Care Quality Commission. Tupsley Dental practice will try to avoid the matter escalating this far, however we understand that, sometimes, it is impossible to resolve matters and then, this is the only way to proceed.

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TUPSLEY

DENTAL PRACTICE

Funded by the GDC (the Dentist's Registration Body):

Dental Complaints Service www.dentalcomplaints.org.uk

The Dental Complaints Service 37 Wimpole Street London W1G 8GT Telephone: **020 8253 0800**
(Monday - Friday 9am - 5pm)

Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA Tel: 0300 061 6161
<http://www.cqc.org.uk/contact-us>

Parliamentary and Health Service Ombudsman Millbank Tower, Millbank, London, SW1P 4QP Tel:
0345 015 4033 www.ombudsman.org.uk