



## **Complaints Procedure**

In this 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.

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 patient's concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service which we provide is Nelita Gama, the practice Complaints Manager. However, any patient wishing to make a complaint should not hesitate to raise the matter with any member of the practice team, as they prefer.

### **Verbal Complaints (Telephone or Face-To-Face)**

If a patient makes a verbal complaint, the member of staff they are speaking to will listen to the patient and, if they are able, immediately attempt to remedy the problem. If this is not possible, or if the patient is asking for something that the staff member is not authorised to provide (for example, a refund of treatment fees), the staff member should contact Dr Pereira immediately so that he can deal with the matter. If Dr Pereira is not available at the time, then the patient will be told when they will be able to talk to Dr Pereira and arrangements will be made for this to happen.

### **Written Complaints (Letter or Email)**

If the patient complains in writing or by email it will be passed on immediately to the Complaints Manager.

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

We will acknowledge the patient's complaint in writing within three working days. We will provide a full response (with redress or details of action to be taken, where appropriate) within 10 practice working days. If this is not possible for any reason we will notify the patient, giving reasons for the delay and the likely period within which the investigation will be completed.

The full response may initially be given at a meeting or by telephone if the patient prefers and confirmed in writing.

### **Data Protection**

In the event that a patient makes a complaint or commences/threatens to commence a legal process against the practice, we may need to provide information about the patient and the treatment they have received to our dental defence organisation, insurers and legal advisors in accordance with our Data Protection Policy.

### **Encouraging Feedback and Complaints**

We encourage our patients to give feedback and, where they are unhappy, to make a complaint if we haven't met their expectations. We want to stress that this is important to us because it helps us to improve the service we provide.

Patients will not be discriminated against for making a complaint and it will not have a negative effect on their treatment.

### **Where a Patient is not Satisfied with the Outcome**

The Dental Complaints Service, Stephenson's House, 2 Cherry Orchard Rd, Croydon, CR0 6BA, Tel: 020 8253 0800 - This Service is funded by the GDC

The Care Quality Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG, Tel: 03000616161 - the general health regulator, with responsibility for maintaining standards in healthcare services.

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ, Tel: 0845 222 4141 - the dentists' regulatory body, which deals with complaints about professional misconduct.