

CODE OF PRACTICE HOCKLEY DENTAL SURGERY

CODE OF PRACTICE FOR PATIENT COMPLAINTS

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. The 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 patient's concern in a caring and sensitive way.

1) The person responsible for dealing with any complaints about the service which we provide is:

Mrs Janis Dawes

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 *Mrs Janis Dawes* immediately. If *Mrs Janis Dawes* is not available at the time, then the patient will be told when she/he will be able to talk to *Mrs Dawes* 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 2 days or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

3) If the patient complains in writing the letter will be passed on immediately to

Mrs Janis Dawes

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) *Mrs Janis Dawes* will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible and in any event within 3 working days. We will seek to meet the patient within 10 working days of the complaint being received to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him/her on the telephone. We will confirm the decision about the complaint in writing to the patient within a 28 day period.

6) Proper and comprehensive records are kept of any complaint received.

7) If patients are not satisfied with the result of our procedure then a complaint may be made to the Dental Complaints Service (contact details given on request).