

## Code of Practice for patient complaints

We want all our patients to be pleased with the service they receive, so we take complaints seriously.

If a patient makes a complaint, we will deal with it promptly and courteously. Our aim is to resolve the matter as quickly as possible following the agreed procedure and, wherever possible, to the satisfaction of the patient. A complaint may indicate a failing on our part, which we can learn from and make improvements to our service. We will, at all times, be polite and respectful to our patients.

**1. The Practice Complaints Manager** Miss Laura Wright is responsible for dealing with all complaints about our service.

**2. If a patient makes a complaint** in person or by telephone, the member of staff receiving the complaint makes an initial record of their concerns and checks this for accuracy with the patient. The patient is given a copy of the record and the original is passed to Miss Laura Wright. If the Complaints Manager is available, the patient is asked whether they would like to see her immediately. Otherwise the patient is advised when the Complaints Manager will make contact to arrange a meeting in person or by telephone.

**3. If the patient complains in writing or by e-mail**, the complaint will be passed immediately to Miss Wright.

**4. Complaints about clinical care or the amount charged for treatment** will be referred to the dentist concerned, unless the patient requests otherwise.

**5. All complaints are acknowledged in writing as soon as possible** within three working days. A copy of this code of practice will be sent with the acknowledgement. If the patient has not yet discussed the matter with the Complaints Manager, they will be offered the opportunity to do so and also be asked how they would like to be kept informed of developments – by letter, e-mail, telephone or face-to-face meetings. The patient will also be advised of the process we will follow in resolving the complaint and the anticipated timescale.

**6. We will investigate the complaint speedily and efficiently** and, as far as reasonably practicable, will keep the patient informed of our progress. Investigations will normally be completed within six weeks.

**7. On completion of our investigation**, we will provide the patient with a full written report, which will include

- an explanation of how the complaint has been considered
- the conclusions reached in respect of each specific part of the complaint
- details of any necessary remedial action and
- If the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

**8. Proper and comprehensive records** will be kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.

**9. Patients can obtain advice and support** from the NHS England Customer Contact Centre on 0300 311 22 33 or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)