

Complaints Policy

We want all our patients to be pleased with the service they receive. Consequently, at our practice, 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.

We will, at all times, be polite and respectful to our patients.

Practice procedure

1. Who is responsible for dealing with the complaint?
 - Responsible person: Dr. Tocca, Practice owner, will be ultimately responsible for solving all complaints.
 - Any member of staff who becomes aware of a complaint will be responsible for acknowledging, registering and forwarding it to the responsible person. Senior members of staff may also be delegated by the responsible person to solve minor non-clinical complaints.
2. Initial record of complaint
 - *Verbal complaints*

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 notified of the record and upon request will be given a copy of it. The original is passed to the Complaints Manager. If the Complaints Manager is available, the patient will be offered to speak to him/her immediately. Alternatively, the patient will be advised as to when the Complaints Manager will make contact to arrange a meeting in person or by telephone.
 - *Written complaints*

If the patient complains in writing or by e-mail, the complaint will be passed immediately to the Complaints Manager.
 - Complaints about charges, confidentiality or clinical work will be referred to the dentist concerned and to the complaints manager, unless the patient requests otherwise.
3. Time-frame for acknowledgement of written complaints

We aim to acknowledge all written complaints in writing, 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.
4. Time-frame for investigating and attempting to solve a complaint

We will investigate the complaint speedily and efficiently and, as far as a reasonably practicable, will keep the patient informed of our progress. Investigations will normally be completed within six months.
5. What happens after a complaint has been investigated?

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

- Whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
 - Proper and comprehensive records will kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.
6. What happens if the patient is not happy with the solution of a complaint investigation?

If a patient is not satisfied with the result, we could discuss any issues, that in the view of the patient, were not solved or dealt with appropriately. If no satisfactory solution is reached for both parties at this stage, then the complaint may be referred to one of the following bodies:

Complaints from NHS Patients	Complaints from Private patients
<p>PALS - Patient Advice and Liaison Service Freephone number: 0800 389 6819 Address: PALS Rushbrook House, Paper Mill Lane, Bramford, Ipswich, Suffolk IP8 4DE</p>	<p>Dental Complaints Service Stephenson House 2 Cherry Orchard Road Croydon CRO 6BA Telephone: 020 8253 0800 Email: info@dentalcomplaints.org.uk</p>
<p>VoiceAbility NHS Complaints Advocacy in Suffolk Contact Information Address: VoiceAbility Suffolk Unit 4, Delta Terrace West Road, Ransomes Euro Park Ipswich IP3 9FH Tel: Helpline Number: 0300 330 5454 Textphone Number: 0786 002 2939 Fax: 0330 088 3762 Email: nhscomplaints@voiceability.org</p>	<p>General Dental Council Customer Advice and Information Team General Dental Council 37 Wimpole Street London W1G 8DQ Phone: 020 7167 6000 Email: information@gdc-uk.org</p>
<p>Parliamentary and Health Service Ombudsman. Millbank Tower Millbank London SW1P 4QP Telephone: 0345 015 4033 Fax: 0300 061 4000</p>	