



Amersham Hill Dental Clinic

13 Amersham Hill
High Wycombe

CODE OF PRACTICE FOR PATIENT COMPLAINTS

In this clinic 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.

This procedure is based on these objectives:

1. Our aim is to react to complaints in the way 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.
2. The person responsible for handling any complaint about the service that we provide is: **Mrs J. Sharpe.**

The person responsible for dealing with any complaints is: **Mr. M. Suleiman.**

3. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and if necessary offer to refer him or her to the Complaints Manager immediately.
4. The patient will also be told when the Complaints Manager will be able to talk to the dentist 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 someone else to deal with it.
5. If patient complains in writing the letter will be passed on immediately to: **Mrs J. Sharpe.**
6. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the treating practitioner, unless the patient does not want this to happen.
7. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible normally within four working days.
8. We will seek to investigate the complaint within ten 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 or her on the telephone. If we are unable to investigate to complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigations will be completed.
9. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
10. Proper and comprehensive records are kept of any complaint received.
11. If patients are not satisfied with the result of our procedure then a complaint may be made to:

National Health Service Patients
NHS England, PO Box 16738, Redditch, B97 9PT

Private Patients
The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentist's registration body)
Phone: 0845 222 4141 (UK local rate)
E-mail: standards@gdc-uk.org