

PATIENT COMPLAINTS PROCEDURE

At Eastgate Dental Practice we take complaints very seriously and try to ensure that all patients are pleased with their experience of our services. When patients complain, we aim to deal with their concerns courteously and promptly so that the matter is resolved as quickly as possible. This 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 patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is Elizabeth Dykes.
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 Elizabeth Dykes immediately.

If Elizabeth Dykes is not available at the time, then the patient will be told when he or she will be able to talk to her 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.
3. If the patient complains in writing the letter will be passed on immediately to Elizabeth Dykes.
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. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days. We will seek to investigate the complaint within 15 working days of the complaint being received to give an explanation of the circumstances that 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 the complaint within 15 working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed and, if necessary, a progress report will be sent to the patient every 15 working days.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive reports are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure then a complaint can be made to:

For complaints about NHS treatment:

- Hywel Dda Local Health Board, Primary Care Manager – Dental, Conference Centre, Witybush General Hospital, Fishguard Road, Haverfordwest SA61 2PZ Tel: 01437 834401

For complaints about private treatment:

- The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA. Tel: 020 8253 0800
- The General Dental Council, 37 Wimpole Street, London W1M 8DQ (the dentists' registration body).
- The Healthcare Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG
www.healthcarecommission.org.uk
- Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil CF48 1UZ hiw@wales.gsi.gov.uk Tel:0300 062 8163