

Sundon Dental Practice

Tel: 01582 571074
E-mail sundondental.practice@nhs.net

115 Sundon Park Road
Luton, Beds
LU3 3AD

Policy for handling patient complaints

In this practice we take complaints very seriously indeed and try to ensure that all our 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.

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 customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is the Practice Manager
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the Practice Manager immediately. If the Practice Manager is not available at the time, then the patient will be told when they 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.
3. If the patient complains in writing the letter will be passed on immediately to the Practice Manager
4. If a complaint is about any aspect of clinical care or associated charges it will be referred to the dentist/hygienist concerned.
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 three working days. We will seek to investigate the complaint within ten working days of receipt 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 them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments,

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suggestions and complaints. If you are dissatisfied with our response to a complaint you can take it further, please see the contacts below.

Contacts

For NHS treatment you can make a complaint to the local integrated care board (ICB), who can be contacted at:

BLMK ICB,
Enquiries and Experience,
Team Office of CEO & Chair,
3rd Floor, Arndale House,
The Mall,
Luton LU1 2LJ

Telephone: 0800 148 8890

E-mail: blmkicb.contactus@nhs.net

If you are still unhappy about your NHS complaint, you can contact the Parliamentary Health Ombudsman: please call 0345 015 4033 or visit www.ombudsman.org.uk

To Complain about Private Services you can contact the GDC private dental complaints service at:

Dental Complaints Service
37 Wimpole Street
London
W1G 8DQ

Or by calling 0208 253 0800 (Monday-Friday 9am-5pm) or visiting:

<https://dcs.gdc-uk.org/>

You can contact the Care Quality Commission by calling 03000 61 61 61 or visit www.CQC.org.uk

The General Dental Council is responsible for regulating all dental professionals, you can contact them on information@GDC-org.uk or by calling 0845 222 4141.

Patients who have made a complaint will not be discriminated against in future.

Policy Updated and reviewed:

August 2015	August 2018	August 2021
August 2016	August 2019	August 2022
August 2017	August 2020	JULY 2023