



Complaints Policy

If you have any concerns or complaints regarding the service you received from our dentist or any staff at this practice, please inform us. We have a formal complaints procedure in place that adheres to national standards.

Because we want to ensure that all our patients are pleased with their experience of our service, we take complaints very seriously indeed. If a patient makes a complaint, we will deal with the matter courteously and promptly so that it is resolved as quickly as possible. Our procedure is based on these objectives.

This Practice has an effective complaints system in place to ensure that identifying, receiving, recording, handling and response to any comments, observations or complaints occurs within a strict timetable which is clearly documented. The complaints system is clearly displayed, and all patients and visitors are confident that they will be listened and responded to without fear of discrimination.

How to Complain:

Any complainant can be assured that they will be treated in a manner respecting their human rights and diversity; in a sensitive manner and that the complaint can be made by a variety of methods either verbally, by sign language or in writing.

Where they lack confidence or require help they will be supported by helpful staff members. Their complaint will be fully documented and fairly dealt with and following investigation, lessons learned can lead to changes being made to avoid future complaints.

These clear complaint procedures are monitored and reviewed and the named contact who is accountable for doing this is **Vara Gudapati**

What shall we do:

1. When the patient complains in writing the letter will be passed on immediately to Vara Gudapati
2. Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen.
3. A written response to a complaint with accompanying copy of our code of practice will be sent as soon as possible, normally within three working days. We will seek to investigate the complaint within 14 working days of receipt to explain 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 14 working days, we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
4. We will confirm the decision about the complaint in writing immediately after completing our investigation.
5. Proper and comprehensive records are kept of any complaint received.

Complaining on behalf of someone else

We adhere strictly to clinical confidentiality rules. If you are submitting a complaint on someone else's behalf, we must have confirmation that you have their permission. This requires a signed note from the individual, unless they are unable to provide it due to physical or mental illness.

If patients are not satisfied with the outcome of our process, they may file a complaint with:

Dental Complaints Service
37 Wimpole Street
London
W1G 8DQ
Telephone: 020 8253 0800
(Monday – Friday 9am – 5pm)

General Dental Council
37 Wimpole Street
London
W1G 8DQ
Telephone: 0845 222 4141 or 020 7887 3800
Email: www.gdc-uk.org

The Care Quality Commission by calling 03000 616161.