

# ELSEY & ELSEY DENTAL CLINIC

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## Complaints Handling Policy Code of practice for patient complaints (Private treatment)

In this practice we take complaints very seriously 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 patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Richard Elsey, the practice Complaints Manager.
2. If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to the Complaints Manager immediately. If the Complaints Manager is not available at the time, then the patient will be told when they will be able to talk to the Complaints Manager and arrangements will be made for this to happen. The member of staff will make a written record of your complaint and provide the patient with a copy as well as passing it on to the Complaints Manager. 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 or by email it will be passed on immediately to the Complaints Manager.
4. Is a complaint is about any aspect of clinical care or associated charges it will normally be referred to the Dentist concerned, unless the patient does not want this to happen.
5. We will acknowledge that patients complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, face to face meetings, letters or email. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.
6. We will seek to investigate the complaint within 10 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 10 working days we will notify the patient, giving reasons for the delay and a likely period within which to which the investigation will be completed.
7. We will confirm the decision about the complaint in writing immediately after completing our investigation.
8. Proper and comprehensive records are kept of any complaint received.
9. If patients are not satisfied with the result of our procedure then a complaint may be referred to:
  - The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER, 08456 120540 or [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) for complaints about private treatment.
  - The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141 the Dentist's regulatory body for complaints about professional misconduct.
  - Gloucester PCT or the parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP, telephone:0345 0154033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk) for complaints about NHS treatment.