

Churchview & Dairy Lane Dental Practice

COMPLAINTS PROCEDURE

We take complaints very seriously 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.

Complaints will be handled with a focus on the needs and wishes of the people involved. The approach we will take in dealing with all complaints will be, to listen to the complainant, respond to all issues raised and use the lessons we learn to continually improve our services.

The people responsible for dealing with any complaint about the service we provide are **Mr PG Kilker & Mrs L Kilker**.

1. If you are not happy with the service you have received please contact the Practice Manager Mrs Helen Woods, hopefully your complaint can be resolved immediately.
2. If your complaint cannot be resolved by the practice manager it will be immediately referred to one of the practice partners.
3. If the practice partners are not available at the time, then the patient will be told when he or she will be able to talk to them 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 the complaint.
4. If the patient complains in writing the letter will be passed on immediately to the practice partners.
5. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist providing the care, unless the patient does not want this to happen, in which case we will arrange for another member of staff to discuss and investigate the complaint.
6. We will acknowledge the patient's complaint in writing within 3 working days .We will seek to investigate the complaint within ten working days of the complaint being received.
7. We may wish to speak to the patient if the patient does not want to discuss the issue over the telephone a meeting at the practice will be arranged.
8. 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.
9. We will confirm in writing to the complainant how the complaint has been resolved and what action has been taken.
10. Proper and comprehensive reports will be kept of any complaint received.
11. If patients are not satisfied with the result of our procedure further advise can be obtained from:

NHS Treatment - **Patient Advice and Liaison Service**

Customer Services Department
South Tyneside District Hospital
Harton Lane
South Shields

Tyne & Wear
NE34 0PL

Direct Line: 0191 404 1073
Freephone: 0800 731 2326
E-mail: pals@sotw.nhs.uk

Private Dental Treatment - **Dental Complaints Service**

Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA Tel: 08456 120540
<http://www.dentalcomplaints.org.uk/>

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