

Code of practice for Patient Complaints Procedure

It is our aim to always have satisfied patients, to meet your expectations of care and service, and to resolve any complaints as efficiently, effectively, and politely as possible. We take complaints very seriously, investigating them in a full and fair way, and take great care to protect your confidentiality. We will deal with complaints promptly and aim to resolve the matter as quickly as possible. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

Making a Complaint

If you are not entirely satisfied with any aspect of our care or service, please let us know as soon as possible to allow us to address your concerns promptly. We accept complaints made verbally as well as written complaints.

If you wish to make a complaint or simply let us know how we could have done better, **Monika Cross** is the Patient Complaint Manager and will be your personal contact to assist you with any complaints.

You can send your complaints:

- By telephone contact on 01767 681100 (Sandy Dental Care Limited) and ask for Monika Cross
- By email using email address uday.patel1@nhs.net
- By letter marked 'Private and confidential' and addressed to Monika Cross, Sandy Dental Care Limited, 10 Market Square, Sandy Bedfordshire SG19 1HU
- In person, if you phone the above number, we can arrange a convenient time for you to meet if that is the preferred option.

Sandy Dentalcare

The Patient Complaint Manager usually works Wednesday mornings, all day Thursdays and Friday mornings, and will endeavour to be available during these times. You may find it more convenient to make an appointment with the Patient Complaint Manager to ensure that she can dedicate sufficient time to meet with you.

If you contact the practice to make a complaint and the Patient Complaint Manager is not available, we will arrange a convenient time for her to contact you. We will ask you for brief details about the complaint so the Patients Complaints Manager can gather any useful information before contacting you. If the matter requires a more immediate response, the principal dentist will contact you.

We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible to those who need to know about your complaint. If the complaint investigation takes longer than anticipated, the Patient Complaints Manager will contact you at least every ten working days to keep you informed of the reason for any delays, the progress of the investigation, and the proposed date it will be completed.

If your complaint is about the dental treatment or the fee charged, we will usually ask the dentist concerned for their response and will communicate this with you, unless you do not want the dentist to know of the complaint.

We acknowledge all complaints in writing and enclose a copy of this code of practice as soon as possible, usually within 3 working days.

Investigating a complaint

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments - by telephone, letters, email or by face-to-face meetings. We will let you know how we

will deal with your complaint and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still conduct an investigation to see if there is anything we can learn from.

We will investigate your complaint promptly, and usually within 10 working days, as far as reasonably practicable, will let you know how our investigation is progressing.

When the investigation has been completed, we will provide you with a full written report, unless you have told us that you do not wish for further communication. The report will be clear and explain how we considered the complaint, the conclusions we reached for each part of your complaint, details of any remedial action we have taken and whether further learning is needed.

Records

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following the investigation. We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our service.

If you are not satisfied

If your complaint was about your dental treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation.

Contacts for NHS complaints

If you are still unhappy about your NHS complaint, you can contact is

NHS England , P.O Box 16738, Redditch, B97 7PT. Phone 0300 311 22 33 Email: england.contactus@nhs.net

Or contact : The Health and Parliamentary Ombudsman. CityGate, Mosley Street,Manchester.M2 3HQTel: 0345 015 4033 Email: www.ombudsman.org.uk who may be able to help.

Contacts For Private complaints

Dental Complaints Service, 37 Wimpole Street, London, W1G 8DQ

(020 8253 0800 or online at <https://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients>