

Complaints Policy

Dental Group Ltd

Overview

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.

Aims and Objectives

- To react to complaints in the way in which we would want our complaint about a service to be handled;
- To listen to the complainant, remain unbiased and un-judgemental, and keep all feelings or thoughts impartial;
- To identify the main points of complaint, together with the resolution requests of the patient;
- To learn from every mistake that we make and respond to customers' concerns in a caring and sensitive way;
- To resolve all complaints quickly and efficiently and train our staff to avoid similar complaints in the future.

Procedure

The person responsible for dealing with any complaint about the service which we provide is the Practice Manager.

1. 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 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.
2. If the patient complains in writing the letter or email will be passed on immediately to the Practice Manager.
3. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
4. We will acknowledge the patient's complaint in writing normally within 48 hours.
5. We will seek to investigate and close the complaint within 28 days of receipt to give an explanation of the circumstances which led to the complaint. We will either meet the patient in person, telephone or write to them. If we are unable to investigate the complaint within our timescale, 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. Comprehensive records are kept of any complaint received.

Should you feel dissatisfied with any of our services, please do not hesitate to contact us or address your complaint in private to:

The Practice Manager
Dental Centre Bournemouth
11 The Triangle
Bournemouth
Dorset
BH2 5RY
Tel: 01202 291292

If we are unable to resolve a complaint relating to private treatment to your satisfaction, you may address the matter to:

Dental Complaints Service
Stephenson House
2 Cherry Orchard Road
Croydon
CR0 6BA
Tel: 020 8253 0800

If we are unable to resolve a complaint relating to NHS treatment to your satisfaction, you may address the matter to:

NHS England
PO Box 16738
Redditch
B97 9PT
Tel: 0300 311 22 33