

DARTMOUTH DENTAL PRACTICE

24 Victoria Road
Dartmouth
Devon

Marian Roberts BDS (Sheffield) GDC61688

Aleksander Srokosv BDS (Plymouth) GDC258317

admin@dartmouthdental.co.uk

TQ6 9SA
01803 835 418

www.dartmouthdental.co.uk



Code Of Practice For Managing Patient Complaints

Document change control

Date	Description of change
Tuesday, 11 May 2021	Patient Complaint Procedure (name change dropping of version number - update to new header and footer including format changes and inclusion of version control table. Reviewed by KDR inclusion of NHS complaints procedure for NHS treatment https://www.nhs.uk/nhs-services/dentists/how-do-i-complain-about-my-dental-treatment/
Friday, 16 February 2018	Patient Complaints v3
Monday, 4 April 2016	Patient Complaints v2
Tuesday, 3 July 2012	Patient Complaints v1

In this practice we take complaints very seriously and try to ensure that all patients are pleased with their experience of the services we offer. When patients complain, they are dealt with courteously and promptly so 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.

- The person responsible for dealing with any complaint about the service we provide is: the practice principal Marian Roberts.
- If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer them to Marian Roberts immediately. If Marian Roberts is not available at the time, then the patient will be told when he/she will be able to talk to Marian Roberts 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.
- If the patient complains in writing the letter must be passed on to Marian Roberts immediately.

DARTMOUTH DENTAL PRACTICE

24 Victoria Road
Dartmouth
Devon

Marian Roberts BDS (Sheffield) GDC61688

Aleksander Srokosv BDS (Plymouth) GDC258317

TQ6 9SA
01803 835 418

admin@dartmouthdental.co.uk

www.dartmouthdental.co.uk

- 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.
- We will acknowledge the patients' complaint in writing and enclose a copy of this code of practice as soon as possible normally within two working days. We will seek to investigate the complaint within ten working days of the complaint being received to give an explanation of the circumstances that led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him or her on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and likely period within which the investigation will be completed.
- We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
- Proper and comprehensive records are kept of any complaint received.
- If patients are not satisfied with the result of our procedure then a complaint may be made to:

For complaints about NHS treatment contact:-

If you wish to make a complaint about a dentist or dental practice, try to resolve it directly with them first. Contact the dental surgery's practice manager with details of your complaint. You can complain in writing, by email or by speaking to someone.

Your complaint must be made within 12 months of receiving treatment.

If you would rather not go directly to the practice, you can contact [NHS England](#), which is responsible for NHS dental services.

If you're not happy with the way your complaint was handled – either by the dental practice or NHS England – you may wish to contact the [Parliamentary and Health Service Ombudsman \(PHSO\)](#).

The PHSO makes the final decision on complaints that have not been resolved by NHS England. You can call on 0345 015 4033 or use the [PHSO's secure online form](#) to raise your complaint (this only applies to NHS services in England).

You can find further information and support for making a complaint from:

- a hospital's [Patient Advice and Liaison Service](#), if your treatment was carried out in a hospital
- [Citizens Advice](#)

DARTMOUTH DENTAL PRACTICE

24 Victoria Road
Dartmouth
Devon

Marian Roberts BDS (Sheffield) GDC61688

Aleksander Srokosv BDS (Plymouth) GDC258317

admin@dartmouthdental.co.uk

TQ6 9SA
01803 835 418

www.dartmouthdental.co.uk

- the [Care Quality Commission \(CQC\)](#) – the CQC does not settle individual disputes, but your feedback about a practice helps it to decide when, where and what to inspect.

For complaints about a dentist contact the dental registration body

All dentists have to be registered with the General Dental Council (GDC). The GDC is the governing body for dentists. The GDC's purpose is to protect the public by regulating dental professionals in the United Kingdom.

GDC Aims

The GDC's aims are:-

- to protect patients
- to promote confidence in dental professionals
- to be at the forefront of healthcare regulation.

What they do:-

- They register qualified professionals
- They set standards of dental practice and conduct
- They assure the quality of dental education
- They ensure professionals keep up-to-date
- They help patients with complaints about a dental professional
- They work to strengthen patient protection

The General Dental Council
37 Wimpole Street
London
W1M 8DQ