



## Code of Practice for Handling Complaints

If something has upset you, please do tell us.....

As a valued and important patient, we aim to ensure you are fully informed of your treatment choices and costs, and are happy with the experience of our service, and that your dignity, privacy and confidence is respected. If you feel we have disappointed you in any way, please do not stay quiet – please tell us so that we can learn from it, and improve the service we provide for you and to ensure it does not happen again to either you or someone else.

We take all comments, complaints and views of our patients very seriously. When you make a comment or complain, you will be dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based upon our objectives: Our aim is to react to complaints in the way in which we would want our views or complaints about a service to be handled. We learn from every mistake that we make and we respond to you in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is Dr. Ravinder Varaich our Principal Dentist and also the Complaints Manager.
2. The fastest way to let us know is to ask to speak to Dr. Varaich or a member of our team in person at the time of the occurrence. We will ensure you are able to speak openly in a private room, and are given the time to express how you feel, and to suggest how we can make the situation better for you. If Dr. Varaich is not available at the time, you will be able to choose whether you would like to speak to a member of the team to convey how you feel, or we can take some brief details and make arrangements which are suitable for you to be able to speak with Dr. Varaich fully.
3. If you wish to complain in writing, you may do so in writing or by email addressed for the attention of Dr. Varaich, and this will be passed immediately to her upon receipt.



4. If your complaint is about any aspect of clinical care or associated charges it will normally be referred immediately to Dr. Varaich, unless you do not want this to happen.
5. If your complaint is in writing, we will acknowledge your complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days.
6. We will seek to investigate your complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. It is always so much nicer for you if we can speak to you in person, however, if you do not wish to meet us in person, then we will attempt to speak to you over the telephone. If we are unable to investigate your complaint within ten working days, we will notify you, giving you reasons for the delay and a likely period within which the investigation will be completed.
7. We will confirm the decision about your complaint in writing immediately after completing our investigation.
8. Proper and comprehensive records are kept of any complaint received.
9. If you are not satisfied with the result of our procedure then a complaint may be made to:
  - a. The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London, CR9 2ER (Telephone 08456 120 540) for complaints about private treatment
  - b. Hull Primary Care Trust, Patient Advice and Liaison Service (PALS), NHS Hull, Netherhall, Wawne Road, Sutton, Hull, HU7 4YG. Telephone 01482 335409
  - c. The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone 0845 222 4141). This is the dentist's regulating body for complaints about professional misconduct

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