



Complaints Handling Policy

(Code of practice)

At Parkway Dentalcare, we take complaints seriously to help ensure that our service meets expectations and to understand some of the areas where we can improve. All complaints are dealt with courteously, promptly and resolved as quickly as possible.

Our aim is to react to complaints, learn from every mistake that we make and respond to any concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaints about the service that we provide is the Practice Manager.
2. If any staff member receives a complaint by telephone or in person, we will listen and resolve the problem if we are able as quickly as possible. If the patient wishes to, or needs to, speak to the Practice Manager, we will refer them to the Practice Manager as soon as possible. If the Practice Manager is not available at the time, we will arrange a convenient time for the Practice Manager to contact the individual. The member of staff will take brief details of the issue and pass it to the Practice Manager. If, in the meantime, the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.
3. If we receive a complaint in writing or by e-mail, it will be passed immediately to the Practice Manager.
4. If a complaint is about any aspect of clinical care or associated charges, it will usually be referred to the dentist concerned, unless the individual does not want this to happen and the Practice Manager and/or owner(s) will oversee the process.
5. We will acknowledge a complaint in writing or by telephone call if acceptable to the complainant/complainant's representative, and enclose a copy of this policy, if requested soon as possible, normally within 3 working days. If not already stated or requested we will offer to discuss the complaint with the individual and confirm how they would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will inform the individual about how the complaint will be handled and the likely time that the investigation will take to complete. If the individual does not wish to discuss the complaint further, we will still inform them of the expected timescale for completing the investigation.
6. We will seek to investigate the complaint within six months and, as far as reasonably practicable, we will keep the individual informed as to the progress of the investigation.
7. When we have completed our investigation, we will provide the individual with an update, which will include an explanation of how we considered the complaint, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action taken and whether further action will be taken.



8. Proper and comprehensive records will be kept of any complaints received and the action we take. These records will be reviewed regularly to ensure that we take every opportunity to improve our service
9. If the individual making the complaint regarding NHS treatment is not satisfied with the result of our investigation, or would rather not contact us directly then we will advise them to refer the complaint to:

NHS England, PO Box 16738, Redditch B97 9PT (England.contactus@nhs.net) - for complaints about NHS treatment.

10. If the individual is not happy with the way their complaint regarding NHS treatment was handled by Parkway Dentalcare or NHS England, then we will advise them to contact:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or www.ombudsman.org.uk) - for complaints about NHS treatment.

11. If the individual making the complaint regarding *private treatment* is not satisfied with the result of our investigation, then we will advise them to refer the complaint to:

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA (08456 120 540).

12. If the individual has any concerns that the dental professional could be a risk to other patients, they could contact the GDC:

General Dental Council, 37 Wimpole Street, London, W1M 8DQ

13. If the individual has any concerns that the care provided at the practice could be a risk to other patients, they could contact the CQC:

CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA Telephone: 03000 616161

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