

**Complaints handling policy (NHS treatment)**  
**dp rundle dental care**

**Code of practice for patient complaints**

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. 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.

1. The person responsible for dealing with any complaint about the service that we provide is; the dentist who provided your treatment, or the Practice Manager if it refers to a non-clinical complaint.
2. If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to the Dentist/Practice Manager as soon as practically possible. Inform the patient that the dentist who will acknowledge the complaint within 3 working days. Make sure you have the best contact telephone number for the patient and inform the dentists as soon as possible. The receptionist should then make a written note of the complaint on a patient complaint log.  
Please be aware that it is not possible for a dentist with a full day list to stop mid-treatment or whilst behind to deal with a complaint immediately, and that prior to discussing the issue with the patient the dentist will want to have time to take a considered review of the notes/treatment.
3. If the patient complains in writing or by e-mail it will be passed on immediately to the appropriate person.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing, normally within 3 working days. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed.

6. We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as is reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 10 working days, however this may be extended if the investigation is complex, impacted by annual leave or other factors which delay the ability to ensure a full and complete investigation.
7. When we have completed our investigation, we will provide the patient with a full written response. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
8. Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation

Should you wish to make a direct complaint to NHS England please contact:

You can make a complaint by calling 0191 512 8277, emailing [necsu.complaints@nhs.net](mailto:necsu.complaints@nhs.net), or in writing to:

Primary Care Complaints Team

North East and North Cumbria ICB

Riverside House. Goldcrest Way, Newburn Riverside Business Park. Newcastle upon Tyne. NE15 8NY

Alternatively, NHS Complaints may be referred to the Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP, telephone: 0345 015 4033, or [www.ombudsman.org.uk](http://www.ombudsman.org.uk) for complaints about NHS treatment

For complaints relating to Private treatment, you can contact the Dental Complaints Service, Stephenson House. 2 Cherry Orchard Road, Croydon. CR0 6BA. Telephone: 020 8253 0800 (Monday – Friday 9am – 5pm)

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