

## **Patient Complaint Policy Kingsclere Dental Practice**

Kingsclere Dental Practice aims to ensure that all patients are satisfied with their experience of our service.

Any complaints will be dealt with promptly and courteously, so that the matter may be resolved as quickly as possible.

1. The person responsible for dealing with any complaint about the service which we provide is, in the first instance, the Practice Manager.
2. 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 Manager immediately. If the Practice Manager is not available at the time, the patient will be told when she will be available, and arrangements made for a call back. The patient may wish to give brief details of the complaint to be passed on.

If a call back cannot be arranged within a reasonable period of time, or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

3. If the patient complains in writing, the letter will be passed on immediately to The Practice Manager
4. If a complaint is about any aspect of clinical care, it will be referred to the Dentist/Hygienist concerned, unless the patient does not want this to happen.
5. We will acknowledge a complaint in writing and enclose a copy of this policy as soon as possible, normally within three working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not desire a meeting, we will attempt to talk to them 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 a likely period within which the investigation will be completed.

6. We will confirm how we intend to deal with the complaint in writing immediately after completing our investigation, and will remain available to discuss the matter.

7. Proper and comprehensive records are kept of any complaint received in a dedicated file, separate from clinical records.
8. If patients are not satisfied with the result of our procedure, then a complaint may be made to:

The Dental Complaints Service 08456 120 540

[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

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

0845 222 414

[www.gdc-uk.org](http://www.gdc-uk.org)