

## Patient Complaints Policy and Procedure

It is the aim of the the Dentist at Liberty Place to have a Clear and Effective Complaints Procedure by meeting the GDC 'Standards for the Dental Team' and deliver good practice in complaint handling.

The practice has appointed a Complaints Manager, Sam Cook, and our complaints procedure (G 110 C/ CW) is on display in the patient waiting area.

We have published our complaints procedure on our website in line with GDC advertising standards.

### Feedback and complaints handling framework

This practice has developed a framework for managing complaints and feedback based on these principles:

1. All patient feedback is important to us
2. We want to make it easy for patients to raise a concern or complain, if you need to
3. We follow a complaints procedure and keep patients informed
4. We will try to answer all patient questions and any concerns you raise
5. We want patients to have a positive experience of making a complaint
6. Patient feedback helps us to improve our service

### Recognising complaints

Our team are aware that complaints are any expression of dissatisfaction by a patient (or their representative) about a dental service or treatment. Complaints can be verbal or written and can be about any part of the service we provide. All complaints must be logged internally, even if the complaint was verbal and resolved within 24 hours.

### Recording complaints

All complaints are recorded on an Event Record (G 110A) and also logged in our Event Register (G 110B). All correspondence or investigation records are stored with the Record and Register. Complaint Records are treated as confidential at all times and kept separate from clinical records. Only authorised persons have access to the Complaints Records.

### Handling complaints

It is the aim of the the Dentist at Liberty Place to have a Clear and Effective Complaints Procedure by meeting the GDC 'Standards for the Dental Team' and deliver good practice in complaint handling. The team is trained to resolve all complaints promptly, efficiently and politely by investigating and following our Patient Complaints Procedure. The team responds to complaints in the time limits set by the Complaints Procedure and always provides constructive responses to complaints. The practice never discriminates against a patient who has made a complaint. Our team members do not react defensively to a complaint but listen carefully to a patient who makes one and involves them fully in the process of managing it. The team member will endeavour to meet any outcomes the patient expects and we will be happy to answer any questions they may have about this procedure.

If a patient is not satisfied despite our best efforts to resolve the complaint they will be informed about other avenues to seek further advice.

1. The person responsible for dealing with any complaints about the service we provide is: Sam Cook the Practice Manager. If a patient complains over the telephone or at the reception desk, our action will be to listen to their complaint and offer to refer to Sam Cook immediately. If Sam Cook is unavailable at the time, the patient will be informed of this and we will let the patient know when Sam Cook will be in touch. Alternatively the person making a complaint can speak with the principle dentists, arrangements will be made for this to happen. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter with the principle

- dentists, then Sam Cook will also be informed of this and will deal with the complaint promptly.
2. We aim to resolve verbal complaints within 24 hours where possible.
  3. If a patient decides to complain in writing, the letter will be passed on immediately to Sam Cook.
  4. We will acknowledge the patients complaint in writing and enclose a copy of this code of conduct as soon as possible, normally within three working days.
  5. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist. If the patient does not want to complain to the dentist, then alternatively they can speak or write to the complaints manager: Sam Cook.
  6. We then will seek to investigate the complaint within ten working days to give an explanation of the circumstances which lead to the complaint. We will arrange a meeting to confirm the decision about the complaint. If the patient does not wish to meet with us, we will attempt to converse the outcome of the complaint over the telephone. If we are unable to investigate the complaint within the ten working days we will notify the patient and explain the reasons for the delay. We will then give a likely period within which the investigation will be completed.
  7. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
  8. Proper and comprehensive reports are kept of any complaint received.
  9. If a patient is not satisfied with the result then they can use the details below to seek further advice.

**Response timescales**

All complaints will be acknowledged and responded to by the practice within the timescales detailed in the Patient Complaints Procedure (G 110C/CW).

We keep patients informed of the status of the complaint during the investigation stage and always aim to resolve the complaint within the timeframe specified in our policies and procedures or as agreed with the complainant.

**Online reviews**

The practice appoints a team member to regularly check for online reviews. All feedback, both positive and negative is acknowledged and we follow the recommendations for dealing with poor reviews outlined in the Complaints, Problems and Events Overview (G 110).

**Related documents**

This policy should be read with the Patient Complaints Procedure (G 110C) and the Complaints, Problems and Events Overview (G 110).

If a patient is not satisfied despite our best efforts to resolve the complaint they will be informed about other avenues to seek further advice.

<b>Dental Complaints Service</b>	<b>The General Dental Council</b>	<b>Care Quality Commission</b>
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London	London	Gallow Gate
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