



Code of Practice for Patient Complaints

In this practice we take complaints very seriously and aim to ensure that all our patients are pleased with the quality of our service. We welcome all feedback from our patients and will ensure that any complaints are dealt with and resolved courteously and promptly.

We learn from mistakes that we make and will respond to patient concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is Mr Mark Greenwood, Business Manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to the complaint and try to resolve it to the patient's satisfaction. If we are unable to resolve immediately we will introduce the patient to Mr Mark Greenwood or Mrs Susan Atkinson, Practice Administration Manager. If a member of the management team is not available at the time, the patient will be advised and offered an opportunity to make an appointment or for a telephone call-back to be arranged. The member of staff will take brief details of the complaint and pass them on.
3. If a complaint is received in writing the letter will be passed immediately to Mr Mark Greenwood for investigation and response.
4. If a complaint is about any aspect of clinical care or associated fees this will normally be referred to and resolved by the dentist, unless the patient does not want this to happen.
5. We will acknowledge the patient's 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 the complaint within ten working days of receipt to understand the circumstances behind the complaint.
7. If we are unable to complete investigation of 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.
8. If the patient is unable to meet with us in person to discuss the outcome of the investigations, we will attempt to talk to him or her on the telephone.
9. We will confirm the decision and outcome of our investigations about the complaint in writing within three working days of completing the investigation.
10. Proper and comprehensive records are kept of any complaint received and lessons learned are used for training purposes within the practice.
11. If patients are not satisfied with the outcome of our policy then a complaint may be further escalated to:

- **Private patients:**

The Dental Complaints Service: 08456 120 540
The General Dental Council, 37 Wimpole Street, London, W1M 8DQ

- **Denplan patients:**

Denplan Complaints Handling: Freephone 0800 169 7200

- **NHS patients**

Patient Advice and Liaison Service (PALS): Freephone 0800 052 5270
or contact the Complaints Manager at:
PALS, NHS Leeds, North West House, West Park Ring Road, Leeds LS16 6QG
Tel: (0113) 3057664/5
Email: complaints.office@nhsleeds.nhs.uk