



Code of Practice for Patient Complaints

In this practice we take complaints very seriously indeed and try to ensure that all 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 patient's concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaints about the service which we provide is the Practice Manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer them to the Practice Manager immediately. If the Practice Manager is not available at the time, then the patient will be told when he/she will be able to talk to the dentist and arrangements for this to happen will be made. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange for this within a reasonable time period 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 the complaint is about any aspect of clinical care or associated charges it will normally be referred to 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 two working days of the complaint being received. We will seek to investigate the complaint within 10 working days of the complaint being received to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within 10 days we will notify the patient, giving the reasons for the delay, and a likely period within which time the investigation will be completed.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure then a complaint may be made to:

Devon Partnership NHS Trust
Wonford House
Dryden Road
Exeter, EX2 5AF
www.dpt.nhs.uk

The General Dental Council
37 Wimpole Street
London
W1G 8DQ
www.gdc-uk.org