**Code of Practice for Patient Complaints**

**Moreton Dental**

We want all our patients to be pleased with the service they receive, so we take complaints seriously. If a patient makes a complaint, we will deal with it promptly and courteously. Our aim is to resolve the matter as quickly as possible following the agreed procedure and, whenever possible, to the satisfaction of the patient.

A complaint may indicate a failing on our part, which we can learn from so that we can make improvements to our service. We will adopt a “no blame” approach when investigating a complaint, especially where individuals are identified, with the aim of reaching a satisfactory conclusion. We will always be polite and respectful to our patients.

**Procedure**

1. Complaints are handled at the practice by Francesca Wright and are confidential.
2. If a patient makes a complaint in person or by telephone, the member of staff receiving the complaint will make a note of the concerns and check this for accuracy with the patient. A record is passed to the Complaints Manager (Francesca Wright). If it is not possible to resolve the issue straight away, for example with their dentist, the patient is asked whether they would like to speak to the Complaints Manager. Otherwise, the patient is advised that Francesca Wright or the dentist (regarding the clinical treatment) will make contact to discuss the problem in person or by telephone. Every effort will be taken by staff to inform one of the Principals (Vinit or Kajal Gohil) that a complaint has been received and relevant details passed on as quickly as possible.
3. If a patient complains in writing or by e-mail, the complaint will be passed immediately to Francesca Wright as the Complaints Manager.
4. Complaints about clinical care or the amount charged for treatment will be referred to the dentist concerned unless the patient requests otherwise.
5. All complaints are followed up by telephone or acknowledged in writing or e-mail as soon as possible, but within three working days. A copy of this Code of Practice will be sent with a written acknowledgement. If the patient has not yet discussed the matter with the Complaints Manager, they will be offered the opportunity to do so and be asked how they would like to be kept informed of developments. The patient will be advised of the process we will follow in resolving the complaint and the anticipated timescale.
6. We will investigate the complaint speedily and efficiently, and as far as reasonably practical, we will keep the patient informed of our progress. Investigations will be completed within six months.
7. On completion of our investigation, if desired we will provide the patient with a full written report which 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.
* Whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

1. Proper and comprehensive records will be kept of any complaint received as well as any action taken to improve services as a consequence of a complaint.
2. If a patient is not satisfied with the results, then the complaint may be referred to:

The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, London, CR9 2ER, 08456 120540 or [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk/) for complaints about private treatment.

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