

Complaints Handling Policy (NHS treatment) Code of practice for patient

At Feltham Dental Care, we take complaints very seriously and try to ensure that all our 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 patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Dr R Desaur, the Practice Complaints Manager .
2. If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to the Complaints Manager immediately. If the Complaints Manager is not available at the time, then the patient will be told when they will be able to talk to the Complaints Manager and arrangements will be made for this to happen. The member of staff will make a written record of your complaint and provide the patient with a copy as well as passing it on to the Complaints Manager. If we cannot arrange this within a reasonable 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 or by email it will be passed on immediately to the Complaints Manager.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, 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 3 working days. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.
6. We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within three months
7. Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint
8. In order to comply with the requirements of the annual complaints return to:-.comments and complaints@nhs.net the ethnicity of the complainant will be recorded
9. If you feel that your complaint has not been dealt with satisfactorily and you wish to take the matter further please contact the **Commissioning Support Unit** in the first instance and the team will be able to advise you further.

FELTHAM DENTAL CARE

The CSU team will acknowledge your enquiry within 3 working days of receipt and discuss a time scale for a formal written response. Alternatively you may contact NHS England via the following details:

NHS England, Tel: 0300 311 2233

Email: NHSEngland.contactus@nhs.net

Postal Address: NHS England, PO Box 16738, Redditch, B97 9PT

If the complaint is still not resolved to your satisfaction you may approach the Health Service Ombudsman:

Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP, Tel: 0845 015 4033 or www.ombudsman.org.uk for complaints about NHS treatment.

The Independent Complaints Advocacy Services (ICAS) can provide support to anyone wishing to make a complaint and their details are:

ICAS 1st Floor, Clarendon House, 9-11 Church Street, Basingstoke, Hants, RG21 7QG Tel: 0845 600 8616 or 01256 463758 or www.seap.org.uk/icas/

Other useful contact details:

- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ the dentists' registration body.
- Care Quality Commission, Finsbury Tower, 103-105 Bunhill Row, and London EC1Y 8TG Website: www.cqc.org.uk. Email: enquiries@cqc.org. Tel: 03000 616161

Complaints Handling Policy for Private Patients

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FELTHAM DENTAL CARE

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Dental Practice Code of practice for patient complaints:

1. The person responsible for dealing with any complaint about the service which we provide is Dr R Desaur
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 one of the persons named above immediately. If either is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable 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 persons named above.
4. If a 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 and enclose a copy of this code of practice 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 wish to meet us, then 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.
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:
 - The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon CR9 2ER (08456 120 540) www.dentalcomplaints.org.uk for complaints about private treatment
 - The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (0845 222 4141) the dentists' regulatory body for complaints about professional misconduct

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- Care Quality Commission, Finsbury Tower, 103-105 Bunhill Row, and London EC1Y 8TG
Website: www.cqc.org.uk. Email: enquiries@cqc.org. Tel: 03000 616161