



## 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 patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is: **Olurotimi Adesanya**
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 him or her to **Paula Haines** immediately.

If **Paula Haines** is not available at the time, then the patient will be told when he/she will be able to talk to the dentist and arrangement would be made for this to happen. The staff member will take brief details of the complaint and pass them on. If we cannot arrange this within 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: **Olurotimi Adesanya**
4. If a complaints 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 complaints in writing 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 a period agreed with the complainant to explain the circumstances, which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him or her on the telephone. If we are unable to investigate the complaint within the agreed period, we will notify the patient, giving reasons for delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation and will copy the complaints manger of NHS Medway Primary Care Trust.
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 Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank. London. SW1P 4QP. Tel No 0345 015 4033**