

Westgate Dental Practice Complaints Handling Policy

In this practice 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 patient's concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is the Practice 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 Practice Manager immediately. If the Practice Manager is not available at the time, then the patient will be told when they will be able to talk to the Practice Manager and arrangements will be made for this to happen. The member of staff will make a written record of your complaint. 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 Practice 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 policy 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 email. 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 *10 working days*.
7. When we have completed or investigation we will provide the patient with a full written report. The report 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 and whether the practice is satisfied with any action it has already taken or will be taken as a result of the complaint.
8. Proper and comprehensive records are kept of any complaint received as well any actions taken to improve services as a consequence of a complaint.
9. If patients are not satisfied with the result or our procedure then a complaint may be referred to;
 - Healthwatch Newcastle, MEA House, Ellison Place, Newcastle Upon Tyne, NE1 8XS (0808 178 9282).
 - The Care Quality Commission, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA (0300 616161).
 - The Dental Complaints Service, 37 Wimpole Street, London, W1G 8DG (020 8253 0800).
 - Parliamentary and Health Service Ombudsman, Millbank Tower, London, SW1P 4QP (0345 015 4033).
 - General Dental Council, 37 Wimpole Street, London, W1G 8DG (020 7167 6000).
 - Primary Care Complaints Team, North East, and North Cumbria Integrated Care Board (NENC ICB), Riverside House, Gold Crest Way, Newburn Riverside Business Park, Newcastle Upon Tyne, NE15 8NY (0191 512 8277).

Version 7

Reviewed 16th of August 2023

To be reviewed August 2024