HOLBROOKS DENTAL CARE

Drs Deol BDS & Associates
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POLICY FOR HANDLING PATIENT COMPLAINTS

NHS & PRIVATE DENTAL CARE

In this practice we take complaints very seriously indeed 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. Responsible Person: The person responsible for dealing with any complaint about the service we provide is **Dr. Manni Deol (Practice Principal)**.

2. Verbal Complaints: If a patient complains on the telephone or at the reception desk, we will listen courteously to their complaint and offer to refer them to Dr. Manni Deol or the Practice Manager immediately. If they are not available, the patient will be informed when they will be able to speak with them and arrangements will be made. If this cannot be arranged within a reasonable period, arrangements will be made for another senior team member to assist.

3. Written Complaints: If the patient complains in writing, the letter or email will be passed on immediately to Dr. Manni Deol.

4. Clinical Care Complaints: If a complaint concerns clinical care or associated charges, it will normally be referred directly to the treating dentist, unless the patient expressly requests otherwise.

5. Acknowledgement & Investigation: We will acknowledge the patient's complaint in writing with a copy of this code of practice within **three working days**. We will investigate the complaint within **ten working days** of receipt. If an investigation takes longer, we will notify the patient with clear reasons and an anticipated completion date.

6. Written Outcome: We will confirm the findings and decision in writing to the patient immediately upon concluding our investigation.

7. Record Keeping: Full, confidential records of all complaints, investigations, and actions taken are maintained securely.

8. Escalation & Independent Review: If patients are not satisfied with the local resolution, complaints may be escalated to:
• **Parliamentary and Health Service Ombudsman (PHSO):** Millbank Tower, Millbank, London SW1P 4QP | Helpline: 0345 015 4033 | www.ombudsman.org.uk
• **Dental Complaints Service (for Private treatment):** 37 Wimpole Street, London W1G 8DQ | Tel: 020 8253 0800 | www.dentalcomplaints.org.uk
• **General Dental Council (GDC):** 37 Wimpole Street, London W1G 8DQ | www.gdc-uk.org