



COLLEGE STREET DENTAL CENTRE

COMPLAINTS POLICY AND PROCEDURE

At College Street Dental Centre, we take complaints very seriously and try to ensure that all our patients are pleased with their experience at our Practice. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. Our aim is to always provide a first-class service even when dealing with complaints.

We learn from every mistake that we make and we will always respond to customers' concerns in a caring and sensitive way.

Please note: Your statutory rights as a patient are unaffected. When receiving a complaint your treatment and patient care remains paramount importance to us.

- The person responsible for dealing with any complaint about the service that we provide is in the first instance, the Practice Manager.
- 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 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 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.
- If the patient complains in writing the letter will be passed on immediately to the Practice Manager.
- All complaints about any aspects of clinical care or associated charges will be referred to the dentist (unless the patient does not want this to happen). All complaints involving the administration of the practice, the receptionists, or one of our dental nurses or other staff should be addressed to the Practice Manager.
- We will acknowledge the patient's complaint in writing (enclosing a copy of this procedure) normally within three working days. We will seek to investigate the complaint within ten working days of receipt giving an explanation of the circumstances that led to the complaint. If the patient does not wish to meet us, all attempts will be made 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 when it will be carried out.
- We will confirm the decision about the complaint in writing immediately after completing our investigation.
- All records are kept of any complaint received.
- If patients are not satisfied with the result of our procedure, a complaint may be made to:
 - The Dental Complaints Service (0208 2530800) for complaints about private treatment
 - The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
 - The Healthcare Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG (www.healthcarecommission.org.uk)

Please see complaints procedure flow chart on next page.



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COMPLAINTS PROCEDURE

All complaints/issues/concerns to be directed in the first instance to:



Practice Manager

Depending on the nature of the issue, the PM will refer to:



Dr Khalessi – Nominated Individual



Clinical Records



Employee



DCS



GDC



HCC



CQC



HSE



Complainant will be kept informed of the progress and an expected time frame for outcome.

If complainant is not satisfied with the result of our procedure, a complaint may be made to the GDC, CQC or HSE.

CQC – Care Quality Commission

HSE – Health & Safety Executive

DCS – Dental Complaint Service