

Code of Practice for Handling Complaints

In this practice we take complaints very seriously and try to ensure that all patients are pleased with their experience of our services. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Complaints made to the practice

- The person responsible for dealing with any complaints about the service is Thomas Hughes.
- 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 Thomas Hughes. 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 to deal with it.
- If the patient complains in writing the letter will be passed on immediately to Thomas Hughes.
- 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.
- We will acknowledge the patient's complaint including a copy of this Code of Practice within three working days. You will be invited to discuss your concerns; we will seek to investigate the complaint within the agreed response period of the complaint being received to explain the circumstances which led to the complaint. If we are unable to investigate the complaint within this agreed time period, we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
- We will confirm the decision about the complaint in writing immediately after completing our investigation. This will be within 10 days of the complaint received
- Proper and comprehensive records are kept of any complaint received.
- Acacia Dental Practice welcomes all complaints; any patient that makes a complaint will not be adversely treated due to having complained. If you do not wish to complain directly to the Practice you can address your complaint directly to the relevant body.
- Should a patient make a complaint or claim, we may need to provide information about the patient, and treatment they have received, to insurers, indemnifiers or legal advisers.

Complaining to Dental Complaints Service

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to complain to an independent body, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

For further advice, you should contact:

Dental Complaints Service

37 Wimpole Street

London

W1G 8DQ

Telephone: 020 8253 0800

(Monday – Friday 9am – 5pm)