

Hilton Dental Clinic

Complaints Policy

Because we want to ensure that all our patients are pleased with their experience of our service, we take complaints very seriously indeed. If a patient makes a complaint, we will deal with the matter courteously and promptly so that it is resolved as quickly as possible.

Our procedure is based on these objectives.

This Practice has an effective complaints system in place to ensure that identifying, receiving, recording, handling and response to any comments, observations or complaints occurs within a strict timetable which is clearly documented. The complaints system is clearly displayed and all patients and visitors are confident that they will be listened and responded to without fear of discrimination.

Any complainant can be assured that they will be treated in a manner respecting their human rights and diversity; in a sensitive manner and that the complaint can be made by a variety of methods either verbally, by sign language or in writing.

Where they lack confidence or require help they will be supported by helpful staff members. Their complaint will be fully documented and fairly dealt with and following investigation, lessons learned can lead to changes being made to avoid future complaints.

We ensure all our patients are told when they are affected by something that has gone wrong and they will be given a full apology and informed of any actions we have taken because of this.

We will identify and analyse any clinical errors, incidents and near misses involving staff or patients and lessons will be learned and communicated to ensure action is taken to avoid further issues and any repeated minor/major incidents will be discussed at the monthly practice meetings.

These clear complaint procedures are monitored and reviewed and the named contact who is accountable for doing this is Elaine McNamara / Kamal Missan

If you are not satisfied with the result of our procedure, then a complaint may be made to:

- For complaints about private treatment:
The Dental Complaints Service (08456 120 540)
- The General Dental Council, (The Dentist registration body)
37 Wimpole Street,
London, W1M 8DQ
- For complaints about NHS treatment:
NHS England
PO Box 16738
Redditch B97 9PT
Tel: 0300 311 2233

Patient Complaint procedure

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him/her to Elaine McNamara immediately. If this named person 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 Elaine McNamara or Kamal Missan. Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen.
- A written response to a complaint with accompanying copy of our code of practice will be sent as soon as possible, **normally within three working days**. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt 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 a likely period within which the investigation will be completed.
- 2. We will confirm the decision about the complaint in writing immediately after completing our investigation.
- 3. Proper and comprehensive records are kept of any complaint received.

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