

## Complaints policy

At Combe Road Dental we take patients complaints very seriously and try to ensure that all of 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.

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 customers concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about our service is Joanne Barker, Practice Manager.
2. If a patient complains on the telephone or in person, we will listen to their comments 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 her and arrangements will be made for this to happen. The member of staff will make notes of the complaint and pass them on. If we cannot arrange this within a reasonable period of time or the complainant 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 e-mail 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 requests that this does not happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this policy, 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 e-mail. 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. When we have completed our investigation, we will provide the patient with a full written report.
8. If patients are not satisfied with the result of our procedure then a complaint may be made to:

The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER, 08456 120 540 or [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) for complaints about private treatment.

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ the dentists' registration body