

Complaints handling policy (private treatment)

CODE OF PRACTICE FOR PATIENT COMPLAINTS

We take complaints very seriously and try to ensure that all our patients are satisfied with the service we provide. Also in handling a complain we try to give the best possible answers in the shortest time possible.

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

- In case of a complain the person to be contacted is Wendy Stewart who can be reached at the following telephone number 020 7323 2082
- Every verbal or written complain will be referred to Wendy Stewart immediately. If Wendy is not immediately available she will be notified as soon as possible in order to deal promptly with the issue.
- In the event that Wendy Stewart is not available and the patient does not want to wait for her return we will inform the patient about the person to be alternatively contacted.
- We aim to acknowledge the receipt of a complain in writing within three working days.
- A clinical complain is normally dealt in conjunction with the dentist but we will notify the dentist only if the patient wishes so.
- A thorough investigation of the complaint will be carried out and this might require a meeting with the patient to understand the reasons that led to the complaint.
- If unable to answer within 10 working days we will notify the patient with the reasons for the delay and the time necessary to close the investigation.
- The patient will be notified of the outcome of the investigation in writing and accurate records of the complaint will be kept.

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 (Telephone: 08456 120 540) for complaints about private treatment*

• *The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), the dentists' regulatory body for complaints about professional misconduct.*

