

## Practice Complaints Policy

We aim to deal with complaints in a professional and considerate manner.

A copy of the complaints procedure will be given to the patient when the complaint is acknowledged.

A thorough investigation of each complaint will be made within 3 working days.

Every effort will be made to resolve the complaint and a fair solution be found.

At the end of the investigation the patient will get a letter explaining

- a. What has been decided
- b. Any practical solutions we are prepared to offer.

A written log of complaints will be kept to monitor how well the complaint is handled and identify areas of improvement.

A copy of the complaint will not be kept in the patient's record card.

Changes will be made to Practice procedures or policies if deemed necessary, following the investigation.

Should a patient remain dissatisfied following an in house investigation of the complaint, the next stage will be to go through the NHS complaints procedures or Dental Complaints Service.

Complaints Manager Karen Howe

## Richmond Dental Practice Complaints Procedure

1. Complaints can be spoken about or written and can be about any aspect of the service provided by Smile for Life Ltd.
2. If you, the patient, feel your expectations of a good level of service has not been met you may wish to voice your concerns or make a written complaint.
3. These concerns must be directed to the Complaints Manager, Karen Howe.
4. Please include all the relevant information pertaining to the complaint, including a fair description of the complaint in your own words.
5. Karen Howe will act quickly, in a polite and considerate way in assimilating the information as it is received from you. She will wish to involve you fully in the process of sorting out the complaint.
6. We may wish to let the Practice Defence Organisation know, at this point, a complaint has been received.
7. We aim to deal with the complaint in house, to your satisfaction within three working days.
8. This will involve trying to find a fair solution to the complaint that you will feel happy with.
9. If the complaint is not dealt with to your satisfaction in house, Karen Howe will explain how to take the complaint to the next level.
10. This will involve the NHS complaints procedure for NHS patients and the Dental Complaints Service for private patients.