

Complaints Procedure

Code of Practice for Patient Complaints

In this practice we take complaints very seriously indeed and try to ensure that all 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.

This procedure is based on these objectives.

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 the service which we provide is Shahla Minai, the practice Complaints Manager
2. We aim to resolve verbal complaints where possible within 24 hours, but if you complain in writing the practice manager will send an acknowledgement letter within 3 days and will aim to respond in writing as soon as possible.
3. If the patient complains in writing or by email, it will be passed on immediately to the practice manager or if they are not available then to Shahla Minai.
You can write to holbrookdentalpractice.horsham@nhs.net
dentist@holbrookdental.co.uk

Or to:

Holbrook Dental and Implant Centre
15 Bartholomew Way
Horsham
West Sussex
RH12 5JL

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 does not want this to happen.
5. 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.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation.

7. Comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.

8. Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have the permission to do so. A note signed by the person concerned will be needed unless that are incapable of providing this because of physical or mental illness or are a child under 16 years.

9. If patients are not satisfied with the result of our procedure then a complaint may be made to:

- The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP. Telephone: 0345 015 4033 www.ombudsman.org.uk
- The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London, CR9 2ER. Telephone: 08456 120 540 www.dentalcomplaints.org.uk
- The General Dental Council, 37 Wimpole Street, London. W1N 8DQ. Telephone: 0845 2224141, the dentists' regulatory body for complaints about professional misconduct

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