

At Parkside Road Dental Surgery Health Centre we take complaints very seriously because we want all our patients to be delighted with our service. If a patient makes a complaint, it is important to us that this is 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 own complaint about a service to be handled, to learn from any mistakes we make and respond to patients concerns in a caring and sensitive way. We encourage our patients to give feedback and where they are unhappy, to make a complaint if we haven't met their expectations. We want to stress that this is important to us because it help us to improve the service we provide.

Patients will not be discriminated against for making a complaint and it will not have a negative effect on their treatment.

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| Date & time | |
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| Office use only | |
| Staff Initials | |
| Patient ID number | |

Management signature to close the complaint-Practice manager, senior nurse, Dentist

Name..... Signature..... Position..... Date

CODE OF PRACTICE FOR PATIENTS COMPLAINTS

In this practice we take our complaints very seriously indeed and try to ensure that all 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 patients concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaints about the service which we provide is Emma Ryan (practice manager)
2. If a patient complains on the telephone or at the desk, we will listen to his or her complaint 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 he or she will be able to talk to them and arrangements will be made for this to happen. The member of staff at the time will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or the patient 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 the letter 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, unless the patient does not want this to happen.
5. We will acknowledge the patient complaint in writing within three working days. We will seek to investigate the complaint within ten working days of the complaint being received 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 him or her on the telephone. If we are unable to investigate the complaint within ten working days of the complaint within ten working days we will notify the patient, giving reason 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 to the patient immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure then a complaint may be made to

WEST YORKSHIRE AREA TEAM HNS ENGLAND

The general dental council

WEST YORKSHIRE AREA TEAM

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3 LEEDS CITY OFFICE

london

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