



The Dental Experts®

The Dental Experts Complaints Policy

Why we have this policy

Because we want to ensure all our patients are pleased with their experience of our service, we take complaints very seriously. If a patient makes a complaint, we will deal with the matter courteously and promptly so that it is resolved as quickly as possible. Our procedure is based on these objectives.

Introduction

1. Our aim is to have an effective complaints system in place to ensure that identifying, receiving, recording, handling and responding to any comments, observations or complaints occurs within a strict timetable and is clearly documented. This complaints policy is clearly displayed on our website and is freely available in clinic. We pride ourselves on listening to all patients and visitors and they should be confident they will be responded to without fear of discrimination.
2. Any complainant can be assured they will be treated in a manner respecting their human rights and diversity; in a sensitive manner and that the complaint can be made by a variety of methods either verbally, by sign language or in writing.
3. Where they lack confidence or require help they will be supported by staff members. Their complaint will be fully documented and fairly dealt with and following investigation. Our aim is react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake we make and do all we can to avoid future complaints.

Our Practice complaints procedures

1. These clear complaint procedures are monitored and reviewed and the company who is accountable for doing this is DE Clinics UK Ltd.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him/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 the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange for this to happen within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it instead.
3. If the patient complains in writing the letter will be passed on immediately to our Practice Manager.



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4. Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen.
5. Written acknowledgment of a complaint with accompanying copy of our complaints policy will be sent to the Complainant as soon as possible, and within 48 hours in any event.
6. 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, before looking to respond in full to the complainant within 14 days of acknowledgment. We would prefer to do this in person but, 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.
7. We will confirm the outcome about the complaint in writing immediately after completing our investigation.
8. We will ensure proper and comprehensive records of any complaint received are maintained in a complaints tracker, along with the outcome and any measures taken to prevent recurrence.

If a patient is not satisfied with the result following the above procedure, or if they do not wish to contact the practice directly, then a complaint may be made to:

- The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, London CR9 2ER (Telephone: 08456 120 540) for complaints about private Treatment; or
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), the dentists' regulatory body for complaints about professional misconduct.