

Prestbury Road Dental Practice

Telephone: 01625 432300 www.MacclesfieldDentists.co.uk

Practice complaints policy and procedure

All our patients should leave the practice pleased with the service they have received. Consequently, we take complaints seriously. If a complaint is received, it will be dealt with promptly and courteously. The aim is to resolve the matter as quickly as possible, in line with current procedure and, if possible, to resolve the matter equably.

We must learn from complaints as there may be a failure in our systems. We will adopt a 'no blame' approach when investigating complaints. We will, at all times, be polite and respect the views of our patients.

1. The Practice Manager, Carol Lax is responsible for dealing with all complaints about our service.
2. If a complaint is made by telephone, the member of staff receiving the complaint will make an initial record of the patient's concerns, report it to the responsible person who will check this for accuracy. The patient should be contacted to check the accuracy of the record. If the Complaints Manager is available, the patient will be asked whether they would like to see him / her immediately. Otherwise the patient will be advised when the Complaints Manager will be available either in person or via telephone.
3. If the patient complains in writing or by e-mail, the complaint will be passed immediately to the Complaints Manager.
4. Complaints about clinical care or the amount charged for treatment will be referred to the Complaints Manager, who then may refer it to the dentist concerned.
5. All complaints must be acknowledged in writing as soon as possible but within three working days. If the patient has not yet discussed the matter with the Complaints Manager, they will be offered the opportunity to do so. The patient will also be advised of the process we will follow in resolving the complaint.
6. We will investigate the complaint speedily and efficiently and, as far as reasonably practicable, will keep the patient informed of our progress.
7. On completion of our investigation, we will provide the patient with a full written report, which will include:
 - an explanation of how the complaint has been considered
 - the conclusions reached in respect of each specific part of the complaint
 - details of any necessary remedial action and
 - whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
8. Proper and comprehensive records will be kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.

9. If a patient is not satisfied with the result, then the complaint may be referred to:

NHS Patients:

PCT - The Parliamentary and Health Service Ombudsman for complaints about NHS treatment.

Millbank Tower

Millbank

London

SW1P 4QP

Telephone: 0345 015 4033

www.ombudsman.org.uk

The General Dental Council the dentists' registration body

37 Wimpole Street

London

W1M 8DQ

Private Patients:

The Dental Complaints Service for complaints about private treatment

The Lansdowne Building

2 Lansdowne Road

Croydon

Greater London

CR9 2ER

Telephone: 08456 120 540

www.dentalcomplaints.org.uk

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