

Complaints Handling Policy

Wentworth House Dental Practice take any complaint made to us seriously. We endeavour to ensure that all of our patients are happy with their experiences at the practice. When patients complain, we make sure that they are dealt with quickly and politely so we can reach a conclusion as soon as possible.

Through the steps outlined below we aim to make sure that complaints are listened to and handled carefully and professionally. We aim to learn from every mistake that we make and will respond to patients' concerns in a caring and sensitive way.

- ❖ The person responsible for dealing with any complaint about the service which we provide is Matthew Marshall, the Practice Manager.
- ❖ If a patient complains by telephone or in person, we will listen to their 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 they will be able to talk to the Practice Manager and arrangements will be made for this to happen. The member of staff spoken to will make a written record of your complaint and provide the patient with a copy as well as passing it on to the Practice Manager. If the Practice Manager is unavailable to respond for any reason within a reasonable timeframe, Dr Ahmed Al-Morhiby will be passed the complaint to handle.
- ❖ If the patient complains in writing or by email it will be passed on immediately to the Practice Manager. Complaints via email must be sent to manager@wentworthhousedental.co.uk
- ❖ If a complaint is about any aspect of clinical care or associated charges it will normally be referred to and discussed with the dentist concerned to get their feedback, unless the patient does not want this to happen.
- ❖ We will acknowledge the patient's complaint in writing within 3 working days, and advise this complaints policy with the patient at the same time as this acknowledgement.
- ❖ The patient will be offered the way they would like to discuss the complaint with us, for instance whether they would like to discuss the complaint face to face, via phone, letter or email. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed.
- ❖ We will investigate the complaint as fast as possible keep the patient regularly informed, as far as reasonably practicable, as to the progress of the investigation.
- ❖ When we have completed our investigation, we will provide the patient with a full written report. The report 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.
- ❖ The practice will keep detailed records of any complaint received as well as any actions taken to improve services as a consequence of a complaint.
- ❖ If patients are not satisfied with the result of our handling of the complaint then a complaint may be referred to:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

Email: phso.enquiries@ombudsman.org.uk

The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA.

Tel: 0845 612 0540

Website: www.dentalcomplaints.org.uk

Email: info@dentalcomplaints.org.uk

NHS Choices at www.nhs.uk or contact NHS through: Email: england.contactus@nhs.net

Telephone: **0300 311 2233** Address: NHS ENGLAND PO BOX 16738 REDDITCH B97 9PT