

THE TERRACE DENTAL CENTRE'S POLICY FOR HANDLING PATIENT COMPLAINTS

At the Terrace Dental Centre complaints are taken very seriously indeed and we 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.

Our aim is to react to complaints in the way 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.

The person responsible for dealing with any complaint about the service which we provide is Nick Tomes.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Nick immediately. If Nick is not available at the time, then the patient will be told when they will be able to talk to Sonal Patel or Olaf Neumann 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 this 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.

If the patient complains in writing, the letter will be passed on immediately to Nick.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to Sonal or Olaf, unless the patient does not want this to happen.

We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days. 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.

We will confirm the decision about the complaint in writing immediately after completing our investigation.

If the complaint is not resolved to the satisfaction of the complainant they may contact, in respect of private treatment:

Dental Complaint Service,
Stephenson House,
2 Cherry Orchard Road,
Croydon,
CR0 6BA
Tel: 0208 2530800

In respect of NHS treatment the complainant may contact the:

Parliamentary and Health Service Ombudsman
Tel: 0345 0154033