

Patient Complaints Policy for Kendrick View

In this practice we take complaints very seriously indeed and we try to ensure that all our patients are pleased with their experience of our service at Kendrick View. If you feel that you need to make a complaint, you will be dealt with courteously and promptly so that the matter can be 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 aim to learn from every mistake that we make, responding to our patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Judith Chandler who is the practice manager.
2. You can contact the practice by telephone on 01189590222, by email judith@kendrickdental.co.uk or in person. You will be listened to and your complaint referred immediately to Judith Chandler, or the partner responsible, If Judith is not available at the time then you will be told when you will be able to talk to her or the dentist and arrangements will be made for this to happen. A member of staff will take brief details of your complaint and pass them on. In the event that the practice manager is unavailable, or we cannot arrange a meeting within a reasonable period, arrangements will be made for you to see Judith's deputy or a partner.
3. If your complaint is in writing then the letter will be passed on immediately for the attention of Judith Chandler.
4. An investigation will take place to establish the content of your complaint and you will be invited into the practice so as we can listen to your view of events and the concerns that you have.
5. Should your complaint be about any aspect of clinical care or associated charges it will normally be referred to the dentist or hygienist, you will be informed of this prior to this happening.
6. We will acknowledge your 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 you do not wish to meet us, then we will attempt to talk to you on the telephone or respond by email. If we are unable to investigate the complaint within ten working days we will notify you, giving reasons for the delay and a likely period within which the investigation will be completed.
7. We will confirm the decision regarding your complaint in writing immediately after completing our investigation.
8. Proper and comprehensive records are kept of any complaint received.
9. If you are not satisfied with the result of our procedure then a complaint may be made to:

- **Dental Complaints Service** for complaints about private treatment
Tel: 08456 120 540 **Email:** info@dentalcomplaints.org.uk
- **Denplan Ltd,**
Tel: 0800328223, Denplan Court Victoria Road Winchester SO23 7RG
- **NHS-England-Health Service Ombudsman-** NHS complaints
Tel: 03003112233
Email: England.contacts@nhs.net

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