



## **University Dental Practice**

### **Complaints handling protocol**

At University Dental Practice we take complaints very seriously and try to ensure that all patients are pleased with their experience. When a patient complains, the complaint is thoroughly investigated and resolved as swiftly as possible. Our complaint handling procedure is based on the following objectives:

- We learn from every mistake that we make
- We respond to patients' concerns in a caring and sensitive way.

#### **Protocol for dealing with patient complaints**

The person responsible for dealing with any complaint about the service that we provide is the Practice Manager, Riham Ghamry.

If a patient complains by telephone or in person to a member of our team, the staff member will listen and assist where possible, and then advise that the complaint should be made in writing, addressed to the Practice Manager at the practice address. If the patient does not wish to make a written complaint, then a record of the verbal complaint must be made by the staff member and then passed immediately to the Practice Manager.

If a complaint is about any aspect of clinical care, this will be referred to the dentist concerned, and they will be advised to contact their defence union for support.

We will acknowledge the patient's complaint in writing within three working days and enclose a copy of this complaints handling protocol. We will the patient their preferred form of communication, for example, by telephone, letter or e-mail. We will inform the patient how the complaint will be handled and the likely time that the investigation will take to be completed.

We will seek to investigate the complaint within ten working days. 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.

When the investigation is complete, a final response will be sent to the patient. The response 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



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action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.

Prior to making or during a complaint, if the complainant needs assistance, they may wish to contact an external organisation for ongoing support. Support can be sourced via the following:

**NHS Complaints Advocacy service:** <https://www.voiceability.org/>

If the complainant does not wish to complain directly to us at the practice, they can contact our Commissioners, NHS England:

#### **NHS England**

Address: PO Box 16738, Redditch, B97 9PT

Telephone: 0300 311 22 33

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) - If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.

If the complainant is not satisfied with the outcome of their complaint handled by either the Dental Practice or NHS England, they can go to the Parliamentary and Health Service Ombudsman:

#### **Parliamentary and Health Service Ombudsman**

Telephone: 0345 015 4033

If you have a complaint about private dental treatment that you have received within the practice and need assistance, the Dental Complaints service can provide free, impartial advice.

#### **Dental Complaints Service**

Address: 37 Wimpole Street, London, W1G 8DQ

Telephone: 020 8253 0800

<https://dcs.gdc-uk.org/>