

## COMPLAINTS PROCEDURE

In this practice we take complaints very seriously indeed and try to ensure that all 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. 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 learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is:  
**Mrs Nicholas or Mrs Hare, Practice Managers.**
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to **Mrs Nicholas or Mrs Hare** immediately.

If **Mrs Nicholas** or **Mrs Hare** is not available at the time, then the patient will be told when he or she will be able to talk to the dentist 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.

3. If the patient complains in writing the letter will be passed on immediately to:  
**Mrs Nicholas or Mrs Hare initially, then to the appropriate dentist if necessary.**
  4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
  5. 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 twenty working days of the complaint being received 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 him or her on the telephone. If we are unable to investigate the complaint within twenty 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 update the patient every 10 ten days until the complaint has been resolved
  6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
  7. Proper and comprehensive reports are kept of any complaint received.
  8. If patients are not satisfied with the result of our procedure then a complaint may be made to:
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NHS Sussex Complaints Team, Sackville House, Brooks Close, Lewes, BN7 2FZ  
Tel: 0300 140 9854  
Email: [sxicb.complaints@nhs.net](mailto:sxicb.complaints@nhs.net)

**Dental Complaints Service**

*For complaints about Private treatment*

37 Wimpole Street, London, W1G 8DQ

Tel: 020 8253 0800

Website: <https://dcs.gdc-uk.org/> online form

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