

COMPLAINTS PROCEDURE

If patients complain in person: -

- Say you are sorry they are unhappy.
- Note brief details.
- Say, "I will arrange for your complaint to be looked into as soon as possible."
- Put their name and the day's date on an acknowledgement letter.
- Sign it with your own name "pp" person written to.
- Hand it to the patient together with the NHS complaints leaflet.
- Start an action summary sheet in the Complaints Book and pass it to the dentist concerned immediately. If this is not possible pass it to complaints manager.

If patients complain by telephone: -

- Say you are sorry they are unhappy.
- Note brief details.
- Say, "I will arrange for your complaint to be looked into as soon as possible."
- Put their name and the day's date on an acknowledgement letter.
- Sign it "pp" person written to.
- Post it first class on the same day (together with the NHS complaints leaflet) if at all possible. Failing that, the next day's post is a must.
- Start an action summary sheet and pass it to the dentist concerned immediately. If this is not possible pass it to Complaints Manager.

COMPLAINTS PROCEDURE

If patients complain by letter: -

- Put their name and the day's date on an acknowledgement letter.
- Sign it "pp" person written to
- Post it first class.
- Start an action summary sheet in the Complaints Book and pass it to the dentist concerned immediately. If this is not possible pass it to complaints manager.

Notes: -

1. Acknowledgement letters are on Arthur. Complaints leaflets are on reception and action / summary sheets in complaints book on Office.
2. Additional copies of the NHS leaflet are available from the health authority.
3. If patients ask for a copy of our complaints leaflet then give them a copy of the NHS leaflet together with a "blank" copy of acknowledgement.
4. Definition of a complaint:-

An expression of dissatisfaction, which requires an investigation and response.

Complaints Acknowledgement

Kings Dental Clinic
82 Camberwell Church Street
London
SE5 8QZ

Date:

FAO:

Address:

Dear

I am writing to acknowledge receipt of your complaint. Complaints are taken very seriously in this Practice and we try to ensure that all patients are pleased with our service. Problems and misunderstandings occur from time to time, however, but please be assured every effort will be made to resolve things as a matter of urgency.

A code of practice for handling complaints is detailed below and I hope you will find it acceptable.

- Our aim is to react to complaints in the same way that we would want our own complaint handled.
- We hope to learn from every case and to respond to patients' concerns in a caring and sensitive way.
- The person responsible for dealing with any complaint is myself, .
- If your complaint relates to myself and you do not wish me to deal with it then please contact the Practice, preferably in writing, and ask for to handle it.
- When a patient complains on the telephone or at the reception desk we will listen and the member of staff present will note brief details of the complaint and pass them to me.
- All complaints will be acknowledged in writing within 2 working days if possible.



- We will seek to investigate the complaint and respond in writing within 10 working days.
- Proper and comprehensive records are kept of any complaint received.
- If your complaint is about NHS care and you are not satisfied with the result of this procedure you may wish to complain to the NHS .
- I hope we can resolve this matter to your satisfaction. Please do not hesitate to contact me on _____ if you wish to discuss the procedure or any aspect of this investigation. If I am unavailable please leave an evening telephone number so I can ring you back.

Yours sincerely

Signature:

Name:

Kings Dental Clinic

COMPLAINT ACTION SUMMARY SHEET

Complainant

Patient (if different)

Address

Contact telephone numbers:

Day:

Evening:

Patient's Dentist

Other staff involved

Date complaint received :

In person / letter / telephone

If in person was a letter of acknowledgement given? Yes / No

If by letter or telephone - date acknowledged in writing :

Letter of explanation sent
-not in notes)

(Attach copy to this and file

Brief summary of any response

Any further action

Investigation completed in 10 working days? Yes / No

If not, why not?

