



## CHICHESTER DENTAL PRACTICE

### **2021 Patients Complaints Procedure – Code of Practice**

It is our aim to always have satisfied patients, to meet your expectations of care and service and to try to resolve any complaints as efficiently, effectively and politely as possible. In this practice we take complaints very seriously, investigating them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our service and care. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this Complaints Procedure.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly. We accept complaints made verbally as well as written complaints.

We have appointed a Complaints Manager – Kimberley Boyle, who will be your personal contact to assist you with any complaint.

Kimberley Boyle - Complaints Manager,  
Chichester Dental Practice  
64 Stockbridge Road  
Chichester

West Sussex

PO19 8QF

Email: [info@chichesterdental.co.uk](mailto:info@chichesterdental.co.uk)

Tel: 01243 783729

#### **Complaints made to the practice**

- If you complain on the telephone or at the reception desk, we will listen to your complaint and offer to refer you to the Complaints Manager.
- If the Complaints Manager is not available or we cannot arrange this within a reasonable period or if you do not wish to wait to discuss the matter, the member of staff will take brief details of the complaint and pass these to the Complaints Manager, and arrangements will be made to give you a call as soon as possible.
- If you complain in writing the letter will be passed on immediately to the Complaints Manager.
- We will acknowledge your complaint in writing and will include a copy of this Patients Complaints Procedure - Code of Practice within three working days, where you will be invited to discuss your concerns, issues and to explain the circumstances which led to the complaint.

- We will then seek to investigate the complaint within the agreed response period. This should be within 14 working days of the complaint received.
- If a complaint is about any aspect of clinical care or associated charges, it will normally be referred to the dentist, unless you do not want this to happen.
- If we are unable to investigate the complaint within the agreed time period, we will notify you in writing, every 10 working days, giving reasons for the delay and a likely period within which the investigation will be completed.
- When the investigation has been completed, you will be informed of its outcome in writing. We will confirm the decision, make our response clear, addressing each of your concerns as best we can.
- We will invite you to a meeting to discuss the results of the investigation and any practical solutions we can offer to you to resolve the complaint.
- We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible to those who need to know about your complaint.
- However, should you make a complaint or claim, we may need to provide information about you and the treatment you have received, to insurers, indemnifiers or legal advisers.
- Chichester Dental Practice welcomes all complaints. We regularly analyse patient complaints, feedback, comments and suggestions at staff meetings, to learn from them and to improve our services. This is why we have a box in reception for feedback, comments and suggestions.
- If you do not wish to complain directly to the Practice you can address your complaint directly to the relevant body, addresses provided below.

We hope that if you have a problem, you will use our practice Patients Complaints Procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

This does not affect your right to approach the GDC, NHS England, Dental Complaints Service or the Parliamentary & Health Service Ombudsman, if you feel you cannot raise your complaint with us or if you are dissatisfied with the result of our investigation.

**Should you wish to make a direct complaint to a governing body please contact:**

**General Dental Council**

37 Wimpole Street

London

W1G 8DQ

Telephone: 0845 222 4141 or 020 7887 3800

Email: [www.gdc-uk.org](http://www.gdc-uk.org)

**NHS England Customer Support Centre,**

PO Box 16738,

Redditch.

B97 9PT,

Telephone: 03003112233 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

**Dental Complaints Service**

Stephenson House

2 Cherry Orchard Road

Croydon

CR0 6BA

Telephone: 020 8253 0800

(Monday – Friday 9am – 5pm)

**Parliamentary & Health Service Ombudsman**

Millbank Tower

Millbank,

London

SW1P 4QP

Telephone: 0345 015 4033

Email: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Approved By:

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