

## POLICY FOR HANDLING PATIENT COMPLAINTS

In this practice, we take complaints very seriously indeed and try to ensure 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.

1. The person responsible for dealing with any complaint is Dr Chariwala.
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 the manager immediately. All conversations will be recorded in the patient's records. If the manager is not available at the time then a member of staff will take brief details of the complaint and pass them on.
3. If the patient wishes to complain in writing, the email address of the complaints manager will be provided ([thesmileclinic@gmail.com](mailto:thesmileclinic@gmail.com)) and an acknowledgement letter sent out immediately.
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 ten 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 ten working days we will notify the patient, giving reasons for the delay.
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.

If you are still unhappy with the response, please allow us to address any further concern, by writing to us again. Alternatively, you have the right to complain to an independent body as listed below.

Complaints to the practice	Dr Chariwala – write to <a href="mailto:thesmileclinic@gmail.com">thesmileclinic@gmail.com</a>
NHS Local Area Team	<a href="mailto:gmicb-bol.pals@nhs.net">gmicb-bol.pals@nhs.net</a> 01204 462 022 01204 462 023
GDC Complaints	<a href="mailto:fitnesstopractise@gdc-uk.org">fitnesstopractise@gdc-uk.org</a> 0845 222 4141

