

Code of Practice for Patient Feedback and Complaints

Here at The Dental Suite@Docklands we try to ensure that we provide excellent clinical care and excellent experience of our service. We understand that from time to time there may be reasons for you to highlight elements of a poor experience or to give us feedback. In this practice we take complaints and feedback very seriously and we value the information and opinions that our patients have to offer so that we can continually improve our service.

Giving Feedback

If you would like to give feedback to the practice, good or bad, please feel free to email info@dentalsuitedocklands.co.uk or contact the **Practice manager, Mrs(Guppi) K.Hussain** on **0207 536 9027**. You may also wish to complete our annual patient survey if you haven't already, which can be provided by calling the practice number above.

Making a Formal Complaint

All patients have the right to make a formal complaint. The following procedure can be followed to make such a complaint and will be dealt with promptly in order to rectify any issues with the service and endeavour to address your complaint appropriately:

- All complaints will usually be handled by the Practice Manager, **Mrs (Guppi) K. Hussain**, or the Principal Dentist, **Dr Mitul Patel**.
- Complaints regarding clinical care or associated charges will initially be referred to the dentist concerned and then escalated to the Principal Dentist where necessary.
- All patient complaints should be received in writing (letter or email). Where this is not possible, the practice manager should be notified and recording of the complaint will be organised under our Equal Opportunities policy guidance.
- The practice will aim to acknowledge all complaints within 3 working day.
- After this time the complaints procedure will commence. It will be usual for the practice manager to offer to discuss the complaint at a convenient time with the patient and agree the manner of further communications. We will inform you of the likely steps to be taken to investigate the complaint and the likely time this will take to complete.
- As far as reasonably practicable, we will keep the patient regularly informed. Investigations will normally be completed within 20days, providing an option to verbally discuss the outcome or receive a written report.
- The investigation will include details of necessary remedial action and outcomes to rectify the care of service relating to the complaint where necessary. Proper records will be kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.
- Where you are not satisfied with the result of our procedure, then a complaint may be referred to an independent complaint service. Complaints for NHS treatment is available through **Complaints and PALS**, Broomfield Hospital, Chelmsford, Essex, CM1 7ET, Tel: 01245 514 13, Fax: 01245 516 395, Email: pals@meht.nhs.uk The PALS service can be contacted at any time for independent complaints advice. Complaints for private treatment are available through Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA, Tel: 08456 120 540, Email: info@dentalcomplaints.org.uk

