

Code of practice for handling patient complaints

As a dental practice our number one priority is patient care. If you have a concern or complaint about any aspect of our service, we would like to know our mistake and identify how we can improve to ensure that we meet your expectations in the future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve the matter as quickly as possible.

## Making a complaint

If you wish to make a complaint or simply let us know how we can improve, please contact Mohamed Elbadri, our Complaints’ Manager:

* By telephone on **023 9282 2740**
* By letter to:

 Mohamed Elbadri,

 Lighthouse Dental Practice Ltd.

 19 Clarendon Road,

 Southsea

 PO5 2ED

* Via Email: **m.elbadri@nhs.net**
* In person.

The Complaints’ Manager usually works every day at the practice and will endeavor to be available during these times. You may find it more convenient to make an appointment with the Complaints’ Manager to ensure that he can dedicate sufficient time to meet with you.

If you contact the practice to make a complaint and the Complaints’ Manager is not available, we will arrange a convenient time for them to contact you. We will ask you for brief details of your complaint so that the Complaints’ Manager can gather any useful information before contacting you. You will be given a copy of the notes made for the Complaints’ Manager.

If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.

If your complaint is about your dental treatment or the fee charged, we will usually ask the dentist concerned to contact you, unless you prefer otherwise.

We acknowledge all complaints in writing and enclose a copy of this document, the code of practice, within three working days.

## Investigating a complaint

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments – by telephone, letters, e-mail or by face-to-face in a meeting. We will let you know how we will deal with your complaint and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.

We will investigate your complaint straight away, and as far as reasonably practicable, will let you know how our investigation is progressing.

When we have completed our investigation, this should be within a 6 month period, we will provide you with a full written report, unless you have told us that you do not wish for further communication. The report will explain how we considered the complaint, the conclusions we reached for each part of your complaint, details of any remedial action we have taken and whether further action is required.

## Records

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following investigation. We review these records regularly to ensure that we recognize our mistakes and take every opportunity to improve our service.

## Unsatisfactory outcome

If your complaint was about your dental treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organization.

### For complaints about NHS treatment:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or www.ombudsman.org.uk).

### For complaints about private treatment:

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA

(020 8253 0800).

***Constantly being reviewed by management***