

Complaints Policy

Person responsible for dealing with complaints:

A.J Ruparel (Principle Dentist)

1. Complaint is received

In person or phone

- Listen to the nature of the complaint
- Pass it to Dr. Ruparel (Person responsible for dealing with complaints) if not available another staff member should make a detailed written record of the complaint. A copy is given to the patient and Dr. Ruparel.
- Log the complaint
- If the patient does not wish to discuss the matter with Dr Ruparel then arrangements will be made to discuss with another member of staff

2. Acknowledge the complaint

Written letter or email

- Pass it directly to Dr. Ruparel
- The patient's complaint is acknowledged in writing as soon as possible (***normally within three days***) and enclosed with the acknowledgement is a copy of the ***practice's complaints Policy***.
- If the complaint received is in relation to the patient's clinical care, it will then be referred to the Dentist concerned, unless the patient has stated they do not wish this to happen.

3. Investigate the complaint

- The complaint will be investigate properly and fairly whilst always respecting the patient's confidentiality
- Investigation may take up to 10 days
- All relevant staff members will be interviewed
- Consider requesting the help of a conciliator

4. Reply to the complainant

- Patient is given an approximate timescale for completing the complaints process.
- Patient will be kept informed of the progress every 10 working days (recommended by the guidelines)
- The patient is asked how they would like to be kept informed of the investigation -email, letters, telephone or face to face

5. Complete the complaint

- Investigations will normally be completed within 6 weeks unless there are unforeseen circumstances
- Patient is provided with a full written report
 - how it has been considered
 - conclusions
 - actions
- If patient is not satisfied with the outcome, further actions will be taken such as being referred to another organisation