

## PATIENT COMPLAINTS

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

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make, and we respond to patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is **Stuart Robinson**
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 **Stuart Robinson** immediately.

If **Stuart Robinson** is not available at the time, then the patient will be told when he will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

3. If the patient complains in writing the letter will be passed on immediately to **Stuart Robinson**.
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 two 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 and a likely period within which the investigation will be completed.

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.
8. This practice operates a complaints procedure which complies with the HSC complaints procedure and also in compliance with the Independent Healthcare Regulations (Northern Ireland) 2005 requirements.
9. A copy of this complaint's procedure is held in all of our waiting rooms.

If this is a complaint regarding NHS dental treatment and you are not happy with the practice response to your complaint, you can contact the HSCB Complaints Officer at:

Health and Social Care Board  
Complaints Office  
12-22 Linenhall Street  
HSC Board Headquarters  
Belfast  
BT2 8BS

Tel: **028 9032 1313**

Email: [complaints.hscb@hscni.net](mailto:complaints.hscb@hscni.net)

If you remain unhappy you can refer your complaint to the Northern Ireland Public Services Ombudsman (NIPSO).

Progressive House  
33-37 Wellington Park  
Belfast  
BT16HN  
Tel: **0800 343424**

NIPSO will look at your complaint and decide whether they should investigate it.

Complaints about private dental treatment, if not satisfied with the in-house process, should be referred to;

Dental Complaint Service  
Stephenson House  
2 Cherry Orchard Road  
Croydon  
CR06BA  
Tel: **020 8253 0800**

This procedure should be followed if you are complaining on behalf of someone else. The rules of medical confidentiality will be adhered to if the complaint is received on behalf of someone else. A note signed by the person concerned will be required unless they are incapable (e.g. because of illness) of providing this to allow the complaint to be investigated.