



DENTAL PRACTITIONER

Code of Practice for Patient Complaints

At 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. We learn from complaints and hope to respond to patient's concerns in a caring and sensitive way.

We hope that most complaints will be dealt with on an informal basis and you should initially discuss any problems with your dentist. However, if you then wish to make a formal complaint, our practice procedure is as follows:

- ▶ The person responsible for dealing with formal complaints is Joanne Lomax
- ▶ You should write stating the facts of your complaint to Miss Joanne Lomax, Patient Complaints administrator, Dental Practice, 117 Stockport Road, Denton, Manchester, M34 6DH
- ▶ We may need more information about your complaint and Miss Lomax may telephone you or ask you to attend for interview to clarify the facts.
- ▶ Miss Lomax will consult with practice staff and investigate your complaint. This investigation will normally be complete within ten days and you will be sent a report. Where legal advice is necessary, this may take a little longer, but you will be kept informed of the progress of your complaint.
- ▶ Proper and comprehensive records will be kept of your complaint.
- ▶ If you are still dissatisfied, then you may wish to contact your legal advisor or the Dental Complaints Service of the General Dental Council