



Ealing Dental Specialist – Complaints Policy

The complaints policy is available to staff and patients and copies are available upon request as well as being on display in the practice. In this practice we take complaints very seriously and try to ensure that all our 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.

1. The person responsible for dealing with any complaint about our services is the Practice Manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the Practice Manager. If the Practice Manager is not available at the time, then the patient will be told when they will be able to talk to the Practice Manager 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 time period or if the patient does not wish to wait to discuss the matter, arrangements will be made for the complaint to be handled by another member of staff.
3. If the patient complains in writing the letter will be passed on immediately to the Practice Manager.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the Orthodontist, unless the patient does not want this to happen. A note of this will be made in the clinical records by the Orthodontist.
5. **We will acknowledge the patient's complaint in writing within 3 working day** and enclose a copy of this code of practice as soon as possible. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.
6. We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as is reasonably practicable, as to the progress of the investigation. **Investigations will be completed within an agreed number of working days.**
7. When we have completed our investigation, we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
8. Proper and comprehensive record are kept of any and all complaints received.

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| Last Reviewed | 09.01.23 |
| Next Review | 09.01.24 |



9. If patients are not satisfied with the result of our procedure, then the complaint may be referred to:

Brent Clinical Commissioning Group for complaints about NHS treatment on:

Email: nhsnw1.brentqueries@nhs.net

Telephone: 020 8733 1600

Address: NHS North West London

Brent Civic Centre

Engineers Way

Wembley

HA9 0FJ

NHS Complaints Advocacy:

Telephone: 020 3553 5960 or 0300 456 2370

Text: send the word 'pohwer' with your name and number to 81025

Email: pohwer@pohwer.net

Website: <https://www.pohwer.net/ealing>

The Dental Complaints Service for complaints about private treatment on:

Telephone: 020 8253 0800

Address: Dental Complaints Service, 37 Wimpole Street, London, W1G 8DG

The General Dental Council the regulatory body of orthodontists and nurses on:

Telephone: 020 7167 6000

Address: 37 Wimpole Street, London, W1G 8DQ

The Ombudsman if you are not happy with the way in which your complaint has been handled on:

Website: www.ombudsman.org.uk

Telephone: 0345 015 4033

Address: The Parliamentary and Health Service Ombudsman, Milbank Tower, Milbank, London, SW1P 4OP

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