



## **MEADS DENTAL PRACTICE COMPLAINTS POLICY**

At Meads Dental Practice we take all complaints very seriously. We endeavour to ensure that all our patients receive the best possible service and care at all times.

When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Our aim is to treat all complaints in the way in which we would wish our own complaint about a service to be handled.

We learn from every mistake that we make and aim to respond to a patient's concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service is Vanessa Dunford. If a complaint is received on the telephone, reception staff will listen to his or her complaint and take brief details. This would be referred to Vanessa

Dunford who would contact the patient as soon as possible . Should she not be available then Mr Liam Rowley would deal with the matter.

If the patient complains by letter this will be passed immediately on to Mr Liam Rowley . Should the complaint relate to any aspect of clinical care it would normally be dealt with by the appropriate dentist unless the patient does not wish this to happen.

We will acknowledge the patient's complaint in writing as soon as possible (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. We would also attempt to speak to him or her on the telephone. If we are unable to investigate the complaint with the ten day framework we will notify the patient giving reasons for the delay and a period of time likely in which the investigation will be completed.

We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.

Proper and comprehensive documentation of any complaints are always made.

If patients are not satisfied with the outcome they can contact:

General Dental Council

37 Wimpole Street

London W1M 8DQ 0845 2222 4141

CQC Healthcare Team

Citygate-Gallowgate

Newcastle Upon Tyne

NE1 4PA 03000 616161

Dental Complaints Service

Stephenson House

2 Cherry Orchard Road

Croyden

CR0 6BA 0208 253 0800