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**Complaints Procedure for Private Patients**

Promenade Dental Practice take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When a patient complains, 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 which we provide is Nicola Summers the Practice Manager.
2. If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to the Complaints Manager immediately. If the Complaints Manager is not available at the time, then the patient will be told when they will be able to talk to the Complaints Manager and arrangements will be made for this to happen. The member of staff will make a written record of your complaint, passing it on to the Nicola Summers. If the patient complains in writing or by email it will be passed on immediately to the Complaints Manager.
3. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.
4. 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 offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail We will seek to investigate the complaint within ten working days as far as reasonably practicable,
5. We will provide our response in writing to the complaint in writing as soon as possible after completing our investigation.
6. Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.
7. If patients are not satisfied with the result of our procedure then a complaint may be referred to:

* The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER, 08456 120 540 or www.dentalcomplaints.org.uk for complaints about private treatment.
* The General Dental Council, 37 Wimpole Street, London, W1M 8DQ the dentists’ registration body.
* Healthcare Inspectorate Wales,Welsh Government,Rhydycar Business Park  
  Merthyr Tydfil,CF48 1UZ ,Rhydycar Business Park,Merthyr Tydfil  
  CF48 1UZ **Email**[hiw@wales.gsi.gov.uk](mailto:hiw@wales.gsi.gov.uk),**Telephone**0300 062 8163