

**Complaints procedure for NHS Patients**

At Promenade dental Practice we take complaints very seriously. When a patient complains, he/she is dealt with courteously and promptly so that the matter is resolved as quickly as possible.

This policy is based on these objectives.

**Responding to a complaint**

We aim to treat you the way we would like to be treated if we were in your position. We aim to respond to your complaint effectively and ensure that we take the opportunity to learn and improve our service.

The person responsible for dealing with any complaint about the service which we provide is Nicola Summers (Practice Manager)

If a patient makes a verbal complaint, at the desk or on the telephone we will listen to and offer to refer him or her to Nicola Summers without delay.

If Nicola Summers is not available at the time, then the patient will be advised when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of our team will take brief details of the complaint and pass them on.

If a patient complains in writing, the letter or email will be passed to Nicola Summers without delay.

If a complaint is about any aspect of clinical care, it will normally be referred to the dentist.

We will acknowledge the patient’s complaint in writing and enclose a copy of this complaints policy 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 of the complaint being received to give an explanation of the circumstances. If we are unable to investigate the complaint within ten working days we will notify the patient giving reason for the delay, and a likely period in which the investigation will be completed.

We will provide our response in writing to the complaint in writing as soon as possible after completing our investigation.

**Proper and comprehensive records are kept of any complaint received.**

***If a patient is not satisfied with the result of this procedure a complaint may be made to:***

* Swansea University Health Board. Telephone 01639 683344
* Public Services Ombudsman for Wales, 1 Old Field Rd, Pencoed, Bridgend CF35 5LJ tel 0300 7900203
* The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London, CR9 2ER. Telephone: 08456 120 540  [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk/)
* The General Dental Council, 37 Wimpole Street, London. W1N 8DQ. Telephone: 0845 222 4141, the dentists’ regulatory body for complaints about professional misconduct