

Park Road Dental Practice

Policy for handling patient complaints

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.

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 customers concerns in caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is the principle Dr. Nick Oparvar.
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 principle immediately. If the principle is not available at the time, then the patient will be informed when will be best possible time to arrange an appropriate meeting. A member of staff will take some brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period time for the patient or if the patient does not wish to wait to discuss the matter, additional arrangement will be made with the principle.
3. If the patient complains in writing the letter or email will be passed on immediately to the principle and dealt promptly.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days. We will seek to investigate the complaint within 6 months (if patient agrees) of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing immediately after completing our investigation.
7. A file will be created for the complaint to proceed and records will be kept for future reference.
8. If patient is not satisfied with the result of our procedure, then a complaint may be made to
 - The NHS Dental Complaints Service (Tel: 08456 120 540) for complaints about private treatment.
 - General Dental Council (Tel: 0207 887 3800).
 - The Nearest (PALS) Patient Advice & Liaison services is The Whittington Health centre (Tel: 020 7288 5551) or you can find the nearest PALS centre on the NHS Choices website.