

## CODE OF PRACTICE FOR PATIENT COMPLAINTS

We always try hard to ensure that patients are pleased with their treatment and experience of our service. Sometimes however there may be a need to complain and rest assured that we will take all complaints seriously. When you complain, be it verbally or in writing, you will be dealt with courteously and promptly so that the matter is resolved as quickly as possible. We want to learn from any mistake that we make and we will respond to your concerns in a prompt, caring and sensitive way. If you have a need to complain you will not be discriminated against in any way in the future. This code of practice is based on these principles.

1. The person responsible for dealing with any complaint about the service which we provide is Liz Workman, the Practice Manager, in the first instance or a dentist if you prefer.
2. If your complaint is delivered verbally, we will listen to your complaint and offer to refer you to the Practice Manager immediately if possible. If the manager or dentist is not available at this time then we can arrange for them to 'phone later to discuss the matter. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange contact within a reasonable period or if you do not wish to wait to discuss the matter, then arrangements will be made for written communication.
3. If you decide to complain 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 the manager will normally refer to your dentist, unless you do not want this to happen; please state if this is the case.
5. We will acknowledge written complaints 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 ten working days of the complaint being received and give a written explanation of the circumstances which led to the complaint. If we are unable to investigate the complaint within ten working days we will notify you, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We would hope to be able to resolve the complaint to your satisfaction after completing our investigations, and write to you with full details.
7. Proper and comprehensive records are kept of any complaint received and we will try our best to promptly resolve any complaints.
8. If you are not satisfied with the result of our procedure then a complaint can be made to:

Patient advice and liaison service (PALS), NHS Gloucestershire Clinical Commissioning Group, Sanger House, 5220 Valiant Court, Gloucester Business Park, Brockworth, Gloucestershire, GL3 4FE  
Tel: 0800 0151548 Web: [www.gloucestershireccg.nhs.uk](http://www.gloucestershireccg.nhs.uk) Email: [glccg.pals@nhs.net](mailto:glccg.pals@nhs.net) (for NHS treatment)  
Or

The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croyden, Greater London, CR0 6BA  
Tel: 0845 612 0540 Web: [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) (for Private treatment)

Please deposit completed forms in the comments/compliments/complaints box provided or post to:

Liz Workman  
Practice Manager  
Woodcock Lane Dental Care  
2 Woodcock Lane  
STONEHOUSE  
Glos.  
GL10 2EE

Tel: 01453 828327  
Fax: 01453 791690

If you prefer, you can comment on the provision of our children's NHS service at [www.nhs.uk](http://www.nhs.uk)

### Thank you for completing this form

Our aim is to provide the best possible service to our patients.

We value your comments about how we could improve our service and we are always ready to listen to a good idea, suggestion or complaint.

