



### **Code of Practice for Patients who wish to raise concern**

In this practice we place great emphasis on meeting and whenever possible, exceeding our patient's expectations. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have very seriously.

If you have a concern regarding any aspect of your care, please let us know. We will do all that we can to resolve your concern to your satisfaction both promptly and professionally.

Our aim is to respond to patients' concerns in a caring and sensitive way.

The person responsible for dealing with any concerns about the service we provide at Market Street Dental Practice, is the Practice Manager, who is Mr A Khan. If a patient raises an issue they are unhappy about on the telephone or at the reception desk, after listening to a description of the problem, we will immediately contact the Practice Manager. Should the designated person or other responsible person not be available at the time, the patient will be informed when they will be available and arrangements will be made for the two to meet or speak. The member of staff will take brief details of the concern and pass them to the Practice Manager.

If a patient writes to express their concern, the letter will be passed on to the relevant person immediately.

We will acknowledge any concerns raised in writing within three days. If a concern has been raised in writing, the written acknowledgement will also include a copy of this Code of Practice, again, normally within three working days. We will investigate the concern and report back within ten working days of it being received. If we are unable to complete our investigations within ten working days for any reason, we will notify the patient, giving reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the outcome of the investigation and any decisions made in writing.

Proper and comprehensive records are kept of any concerns or complaints received.

- The Dental Complaints Service for complaints about private treatment  
Phone 08456 120 540 Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body) Phone: 0845 222 4141 (UK local rate)  
Email: [standards@gdc-uk.org](mailto:standards@gdc-uk.org)
- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne, NE14PA Phone: 03000 616161 Email: [enquires@cqc.org.uk](mailto:enquires@cqc.org.uk)
- Primary Care Organisations for complaints about NHS treatment. NHS PALS (East & North Hertfordshire) helpline is 01438 285811 . Patient Advice and Liaison Service NHS East & North Hertfordshire Email: [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net).

### **Dr D Sair oversees all complaints**

Our complaints policy and relevant procedures will be reviewed annually and are due for review on: 1<sup>st</sup> April 2016 prior to this date in accordance with any mandatory or legislative changes