



### **Code of Practice for Handling Complaints**

In this practice we take complaints very seriously and try to ensure that all patients are pleased with their experience of our services. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

#### **Complaints made to the practice**

- The person responsible for dealing with any complaints about the service is Natasha Rathnayaka.
- If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to Natasha Rathnayaka. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone to deal with it.
- If the patient complains in writing the letter will be passed on immediately to Natasha Rathnayaka.
- 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.
- We will acknowledge the patient's complaint including a copy of this Code of Practice within three working days. You will be invited to discuss your concerns; we will seek to investigate the complaint within the agreed response period of the complaint being received to explain the circumstances which led to the complaint. If we are unable to investigate the complaint within this agreed time period, we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
- We will confirm the decision about the complaint in writing immediately after completing our investigation. This will be within 14 days of the complaint received
- Proper and comprehensive records are kept of any complaint received.

- Chingford Smile and Orthodontic Studio welcomes all complaints; any patient that makes a complaint will not be adversely treated due to having complained. If you do not wish to complain directly to the Practice you can address your complaint directly to the relevant body.
- Should a patient make a complaint or claim, we may need to provide information about the patient, and treatment they have received, to insurers, indemnifiers or legal advisers.

### **Complaining to NHS England**

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation

**Should you wish to make a direct complaint to NHS England please contact:**

**NHS England Customer Support Centre,**

**PO Box 16738,**

**Redditch.**

**B97 9PT,**

**Telephone: 03003112233 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)**

**Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)**

**Parliamentary & Health Service Ombudsman**

**Millbank Tower**

**Millbank,**

**London**

**SW1P 4QP**

**Telephone: 0345 015 4033**

**Email: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)**

**Dental Complaints Service**

**37 Wimpole Street**

**London**

**W1G 8DQ**

**Telephone: 020 8253 0800**

**(Monday – Friday 9am – 5pm)**

**General Dental Council**

**37 Wimpole Street**

**London**

**W1G 8DQ**

**Telephone: 0845 222 4141 or 020 7887 3800**

**Email: [www.gdc-uk.org](http://www.gdc-uk.org)**

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### **Complaints and the CQC**

The CQC don't get directly involved with complaints made to the practice. They do, however, encourage giving feedback for service providers.

To send feedback to the CQC about please go to:

<https://www.cqc.org.uk/give-feedback-on-care>

or Telephone: 03000 616161 Monday to Friday, 8.30am to 5.30pm Excluding bank holidays

Approved By:

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