

Market Dental Care Code of Practice for handling complaints

We are committed to providing high quality care for all and will ensure that our patients and their representatives can seek advice, provide feedback or make a complaint about any aspect of our service. This policy describes how we receive, manage, respond to and learn from complaints made about our service.

Practice complaints process

At Market Dental Care we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our services.

If you are dissatisfied with any aspect of your care we would ask that in the first instance you make a member of staff aware and we will endeavour to resolve the issue as quickly as possible.

In the event that an issue can not be resolved then it will be passed on to the Manager, Helen Day who will speak with you or arrange a time to contact you to discuss it further.

If there is still no resolution then we would ask that you put the complaint in writing for the attention of the Practice Manager. The Complaints Manager will acknowledge the complaint in writing within three days and enclose a copy of our code of practice for handling complaints. If a delay in acknowledging the complaint is anticipated, the reason for the delay will be explained to the individual.

The acknowledgement will include

- Confirmation that the matter will be investigated and that the individual will receive a report of the findings
- An offer to meet with the individual to discuss the complaint and gather information
- A description of how the complaint will be handled and who will be involved
- Anticipated timescales for the investigation and preparation of the report
- How the individual would like to be kept informed of progress
- Local organisations that can provide help.

We aim for the investigation to be completed and for the individual to receive the report promptly (within 10 working days) or, if the issue is complex, within 6 months. Where we anticipate a delay, we will explain this to the individual and provide an update on progress at least every 10 working days.

Before providing a written response, we will invite you to a meeting to discuss the findings of our investigation.

Our written response will

- Address all the issues raised and demonstrate that each has been fully and fairly investigated
- Include an apology where something has gone wrong
- Explain our conclusions and any action that we have taken as a result or explain why no further action is needed
- Include details of how to contact the NHS Ombudsman or the Dental Complaints Service if the individual remains dissatisfied

Date: 24/09/2019

Review date: 24/09/2020