

## Complaints and Compliments Policy

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We welcome compliments and complaints, as this information can help us, not only to learn from patients' experiences, but to make improvements to the services we commission.

This Practice has an effective complaints system in place to ensure that identifying, receiving, recording, handling and responding to any comments, observations or complaints occurs within a strict timetable which is clearly documented.

Any complainant can be assured that they will be treated in a manner respecting their human rights and diversity; in a sensitive manner and that the complaint can be made by a variety of methods either verbally by or in writing.

Where they lack confidence or require help they will be supported by helpful staff members. Their complaint will be fully documented and fairly dealt with and following investigation, lessons learned can lead to changes being made to avoid future complaints.

### Our Practice complaints procedures

These clear complaint procedures are monitored and reviewed and the named contact who is accountable for doing this is Rachel Newsome.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him/her to Rachel Newsome immediately.

If this named person is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. 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 else to deal with it.

1. If the patient complains in writing the letter will be passed on immediately to Rachel Newsome.
2. Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen.
3. A written acknowledgment of a complaint with accompanying copy of our complaints policy will be sent as soon as possible, **normally within three working days**.
4. We will seek to investigate the complaint within ten working days 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

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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.

5. We will confirm the outcome about the complaint in writing immediately after completing our investigation.
6. We will complete proper and comprehensive records of any complaint received in a complaints tracker along with the outcome and any measures taken to prevent recurrence.

Patient's treatment/care can continue whilst a complaint is investigated and that, if requested by the patient, arrangements can be made for the patient to see an alternative clinician where possible.

**If a patient is not satisfied with the result of our procedure, or if they do not wish to contact the practice directly, then a complaint may be made to:**

- For complaints about private treatment:  
The Dental Complaints Service  
37 Wimpole Street  
London W1G 8GT
  
- The Care Quality Commission at  
Citygate,  
Gallowgate,  
Newcastle upon Tyne,  
NE14PA

### **Compliments**

It is essential that information about compliments is collected alongside complaints in order to demonstrate a well balanced view people's opinions of our performance. Patient are welcome to leave us positive feedback by google review and the reception staff will make send a link directly to the patient if they express a wish to leave a compliment. If patient would like to send a Witten complement they can email the practice at [ivydental@sky.com](mailto:ivydental@sky.com) or by writing to the practice at:

The Ivy Dental Practice  
161 Wellington Road South  
Stockport  
SK1 3UA