

## The Ivy Dental Practice

### Complaints Policy

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. The complaints system is clearly displayed, and all patients and visitors are confident that they will be listened to and responded to without fear of discrimination.

We learn from every mistake that we make, and we respond to customers' concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service which we provide is Rachel Newsome.

1. Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen and Rachel Newsome will investigate the complaint accordingly.
2. 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**.
3. 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 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.
4. We will confirm the outcome about the complaint in writing immediately after completing our investigation.
5. We will complete proper and comprehensive records of any complaint received in a complaint's tracker along with the outcome and any measures taken to prevent recurrence.

If a patient is not satisfied with the result of our procedure, then a complaint may be made to:

- For complaints about private treatment:  
The Dental Complaints Service  
37 Wimpole Street  
London  
W1G 8GT

- For complaints about NHS treatment:  
Parliamentary & Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP
- The Care Quality Commission at  
Citygate,  
Gallowgate,  
Newcastle upon Tyne, NE14PA