

# Practice Complaints Policy

Deu Dental Care takes complaints very seriously and tries to ensure that all patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on the following objective.

We aim to react in the way in which we would want our complaint about a service to be handled. We learn from our every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

## The Procedure

The person responsible for dealing with any complaint about the service we provide is:

The Manager  
Deu Dental Care  
10 Otley Road  
Leeds  
LS6 2AD

- If a patient complains on the telephone or at the reception desk, we will listen to the complaint and offer to refer them to the Manager.
- If the Manager 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 handle the complaint.
- If the complaint is received in writing the letter will be passed on to the Manager.
- 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 patients complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days. We will seek to investigate the complaint within ten working days of the complaint being received to give an explanation of the circumstances which led to the complaint. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reason for the delay and a likely period within which the investigation will be completed.
- We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
- Proper and comprehensive reports are kept of any complaint received.
- If patients are not satisfied with the result of our procedure then a complaint may be referred to:

For complaints about NHS treatment either the:	
NHS England 3 Leeds City Office Park Meadow Lane Leeds LS11 5BD  Telephone: 08000 525270	Primary & Health Service Ombudsman Leeds City Hall Leeds LS2 7YQ  Telephone: 0345 0154033 <a href="http://www.nhs.uk/ombudsman.org.uk">ombudsman.org.uk</a>

Dentists Registration Body
Dental Council 111 Abchurch Lane London EC4A 3DF  <a href="mailto:complaints@gdc-uk.org">complaints@gdc-uk.org</a>

Complaints about private treatment
Private Dental Complaints Service 100 Abchurch Lane London EC4A 3DF  Telephone: 08456 120540 <a href="http://www.privatecomplaints.org.uk">privatecomplaints.org.uk</a>