

Practice Complaints Procedure for Staff

Affinity Dental Care

In this practice, we take complaints very seriously and try to ensure that all patients are pleased with their experience of our service. When patients complain, they should be dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and respond to patients' concerns in a caring and sensitive way.

Complaints should only be shared with the staff involved, as only those who need to know should have the full details. For this reason, complaints are kept in a central confidential file. The theme of any complaints will be discussed in team meetings so that all members can learn from them and improve the service that we provide.

The Complaints Manager in the practice is Lesley Boyd - Tel: 02892665588 -
Email – lesleyaffinitydental@gmail.com

Verbal Complaints in person or by telephone

If a patient complains on the telephone or at Reception, we will listen to his/her complaint and acknowledge it with empathy. For minor complaints it may be possible to deal with the issue to the patient's satisfaction immediately. For more complex issues the complaint should be referred to the Practice Manager immediately if possible. If the complaints manager is not available, the patient should be told when [\[he/she\]](#) is available and given a choice of how [\[he/she\]](#) may contact them, to discuss the issue. The patient should be provided with a copy of the patient complaints procedure and the complaint should be logged in a central complaints log (not on the patient's record).

Complaints in writing or via email

If the patient complains in writing or by email it should be passed on, immediately to the practice manager who will log the complaint in the central log and arrange to send the patient a copy of the complaint's procedure.

[\[He/she\]](#) will acknowledge the complaint in writing (by the same method that the patient used) and enclose/attach a copy of our complaint's procedure as soon as possible (normally within 2 working days) and aim to have looked into the complaint within 10 working days. We will offer to discuss the complaint at a time agreed with the patient, giving them a choice of how they would like to be kept informed, for example, face to face, by telephone, email or letter. We will inform the patient about how the complaint will be handled and the likely timescale in which the investigation will be completed. If the patient does not wish to discuss the complaint, they will still be advised of the likely timescales for completing the process.

In all cases, we will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as is reasonably practicable, as to the progress of the investigation. Investigations will normally be completed in 2 weeks.

When the investigation is complete, we will provide the patient with a written report. This will include an explanation of how the complaint was considered, the conclusions reached in respect of each part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

Full records will be kept of any complaint received as well as any actions taken to improve services as a result of the complaint.

Any complaint regarding clinical care or associated charges should be passed on to the treating dentist unless the patient does not wish this to happen.

If the patient is not satisfied with the result of our procedure, then they can complain to:.

Denplan Patients	Denplan Clinical Mediation Service T: 0800 169 7220 E: clinicalmediationservice@denplan.co.uk
Private Patients	Dental Complaints Service 37 Wimpole Street London W1G 8DQ T: 0208 253 0800 W: https://dcs.gdc-uk.org/
NHS Patients	RQIA – James House 2-4 Cromac ave Belfast BT7 2JA Tel: 028 9536 1111
	Patient & Client Council 25-27 Wellington place Belfast BT1 5GD Tel: 0800 9170222
	Northern Ireland Northern Ireland Public Services Ombudsman Progressive House 33 Wellington Place Belfast, BT1 6HN T: 0800 343 424 E: nipso@nipso.org.uk A complaint can be made online or a form can be downloaded from: https://nipso.org.uk/nipso/making-a-complaint/how-do-i-make-a-complaint-to-nipso/