**The Hopton Dental Practice Complaints Handling Policy:**

In this practice, we take complaints very seriously and endeavour to ensure that our patients are pleased with the service we provide. It is our aim always to have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible.

We aim to deal with complaints, in a way in which we would want our complaint, about service, to be handled. We strive to learn from every mistake that we make, and we respond to patients' concerns in a sensitive manner. We will never discriminate against patients who have made a complaint, and we take great care to protect your confidentiality.

1. The person responsible for dealing with any complaint about the service which we provide is Emma Boarder, Head Administrator.

2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Emma Boarder immediately. If Emma Boarder is not available at the time, then the patient will be told when they will be able to talk to him or a person designated by Emma Boarder, 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.

3. If the patient complains in writing, the letter/email will be passed on immediately to Emma Boarder or the designated person.

4. 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.

5. We will acknowledge the patient’s complaint in writing and enclose a copy of this code of practice as soon as possible, generally within three working days. We will seek to investigate the complaint and provide you with a response in writing as quickly as possible.

1. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone.
2. If the complaint investigation takes longer than anticipated the Complaints Manager will keep you informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed.
3. We will confirm the decision about the complaint in writing immediately after finishing our investigation.
4. Proper and comprehensive records are kept of any complaint received.

**Please email at** [**reception@hoptondental.co.uk**](mailto:reception@hoptondental.co.uk) **in first instance if you are less than satisfied with any aspect of service received at The Hopton Dental Practice or call at 01502 732124**

If you would prefer for the complaint to be handled externally in the case of NHS treatment then this can be done via National Patient Complaints, NHS England, PO Box 16738, Redditch, B97 9PT email:England.contactus@nhs.net – please state ‘For the attention of the complaints manager’.

The complainant can also check on the NHS England website for further information: http://england.nhs.uk/contact- us/complaint/.

If patients are not satisfied with the result of the initial procedure, then a complaint may be made to:

• NHS TREATMENT- Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (Tel: 0345 015 4033 or www.ombudsman.org.uk).

• PRIVATE TREATMENT – The Dental Complaints Service (08456 120 540)