

Code of Practice for Complaints

We want all our patients to be pleased with the service that they receive, so we take complaints very seriously. If a patient makes a complaint, we will deal with it straightaway and with courtesy. Our aim is to resolve the matter as quickly as possible following the agreed procedure and, wherever possible, to the satisfaction of the patient.

A complaint may indicate a failing on our part, which we can learn from and make improvements to our service. We will adopt a 'no blame' approach when investigating a complaint and especially where individuals are identified, with the aim of reaching a satisfactory conclusion. We will, at all times, be polite and respectful to our patients.

In order to operate effectively, our system is:

- Easily accessible for patients, service users or their carers.
- Inclusive, treating all service users with dignity and respect.
- Aiming to seek to resolve issues efficiently, effectively and as close to the source as possible.
- An open process (subject to issues of confidentiality), which is impartial, independent and objective. Promoting a culture of openness is considered a prerequisite to improving quality and patient care.
- Part of an integrated process for reporting and handling complaints, ensuring that lessons learned from complaints are disseminated throughout.

The Practice Complaints Person – Dr E Hughes-Docherty, is responsible for dealing with all complaints about our service.

Ways to contact us:

- By telephone: 0114 2467514
- By email: chapelstowndentalcare@gmail.com
- In writing: Chapelstown Dental Care
97 Loundside
Chapelstown
Sheffield
S35 2US

Complaints received by email or in writing will be passed immediately to the Complaints person.

If a patient wishes to make a complaint in person or by telephone, the member of staff receiving the complaint makes an initial record of their concerns and checks this for accuracy with the patient. Details of the complaint are then passed to the Practice Complaints Person. The patient is advised when the Complaints Person will make contact to arrange a meeting in person or by telephone.

We will investigate the complaint speedily and efficiently and, as far as reasonably practicable, will keep the patient informed of our progress. Investigations will normally be completed within six months.

On completion of our investigation, we will provide the patient with a full written report, which will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific 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. Proper and comprehensive records will be kept of any complaint received as well as any action taken to improve services as a consequence of a complaint.

A summary of the practices complaints is submitted annually to NHS England.

If a patient is not satisfied with the result, the complaint may be referred to:

For complaints about NHS treatment:

NHS England
PO Box 16738
Redditch
B97 9PT
Telephone: 0300 311 22 33
Email: england.contactus@nhs.net

Or

The Parliamentary and Health Service Ombudsman:
Millbank Tower
Millbank
London
SW1P 4QP
Telephone: 0345 015 4033
www.ombudsman.org.uk

For complaints about private treatment:

The Dental Complaints Service:

37 Wimpole Street
London
W1G 8DQ
Telephone: 020 8253 0800
Email: info@dentalcomplaints.org.uk
Website: www.dentalcomplaints.org.uk

Other contact details:

Fitness to Practise Team
General Dental Council
37 Wimpole Street
London
W1G 8DQ
Telephone: 020 7167 6000
information@gdc-org.uk

Care Quality Commission (CQC)
03000 616161