

STUDENTAL LTD COMPLAINTS POLICY

In this practice we take complaints very seriously indeed and try to ensure that all our 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 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 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 the Practice Manager.
- 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 Practice Manger immediately. If Practice 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 deal with it.
- If the patient complains in writing the letter will be passed on immediately to **The Priciple Dentist, Studental Ltd, Oxford Brooks University, Headington campus, Colonnade Building, 3rd Floor, Oxford, OX3 0BP.**
- We will acknowledge the patient's 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 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 or appointed date we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
- We will confirm the decision about the complaint in writing immediately after completing our investigation.
- Proper and comprehensive records are kept of any complaint received.
- If patients are not satisfied with the outcome of the investigation, then the patient advisory and liaison department below who can be an 'honest broker' during the resolution of the compliant and act as a 'go between' s/he contact the patient advisory Department

NHS England, PO BOX 16738, Redditch, B07 9PT, **telephone: 0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays).** Email: england.contactus@nhs.net

Policy revue date: September 2019

STUDENTAL LTD

PATIENT COMPLAINT RECORD

Patient name/surname.....

Address:.....

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Contact telephone numbers:.....

Complain received by:.....on:.....

Email / Letter / Telephone / In Person

Date	Details of complaint
	Action taken
	Follow up
	Outcome

Review date: April 2019