

CODE OF PRACTICE FOR PATIENT COMPLAINTS

In this practice we take complaints very seriously indeed and try to ensure 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 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 patients' concerns in a caring and sensitive way.

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

Mrs. V. Wyant

- If a patient complains on the telephone or at the reception desk, we will listen to his/her complaint and invite him/her to write to Mrs. Wyant.
- 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.
- Mrs. Wyant will acknowledge the patients' complaint in writing within three days of receipt. We will give an explanation of the circumstances, which led to the complaint. Furthermore, we will seek to respond the complaint within 10 working days after receipt of the complaint. However, this may be different if there are exceptional circumstances. If there are exceptional circumstances, we will regularly update you with the progress of the investigation (at least every 10 working days)
- Proper and comprehensive records are kept of any complaint received.
- If patients are not satisfied with the result of our procedures, then a complaint may be made to:

Tell Us Team

Milton Keynes PCT
Sherwood Place,
Sherwood Drive,
Bletchley,
Buckinghamshire,
MK3 6RT

www.miltonkeynes.nhs.uk

(NHS Complaints Only)

OR

General Dental Council
37 Wimpole Street
London
W1M 8DQ

(The Dentists' registration body)

www.gdc-uk.org