

## Complaints Policy and Procedure

In this practice we take complaints very seriously and try to ensure that all patients are pleased with their experience of our services. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

If you have a complaint or concern about the service you have received from the dentist or any of the staff working at this practice, please let us know. We operate a practice complaints procedure for dealing with complaints. Our complaints system meets national criteria.

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out this way and you wish to make a complaint, we will respond to your complaint within three working days, enabling us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint within 12 months of the incident that caused the problem.

Complaints should be addressed to Zoe Lewis - Complaints Manager. You may ask for an appointment in order to discuss your concerns. We will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

### What shall we do:

#### Complaints made to the practice

- The person responsible for dealing with any complaints about the service is Zoe Lewis.
- If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to Zoe Lewis. 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 to deal with it.
- If the patient complains in writing the letter will be passed on immediately to Zoe Lewis.
- 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.

- We will acknowledge the patient's complaint within three working days. You will be invited to discuss your concerns; we will seek to investigate the complaint within the agreed response period of the complaint being received to explain the circumstances which led to the complaint. If we are unable to investigate the complaint within this agreed time period, 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. This will be within 14 days of the complaint received
- Proper and comprehensive records are kept of any complaint received.
- Malvern Hills Dental Care welcomes all complaints; any patient that makes a complaint will not be adversely treated due to having complained. If you do not wish to complain directly to the Practice you can address your complaint directly to the relevant body.
- Should a patient make a complaint or claim, we may need to provide information about the patient, and treatment they have received, to insurers, indemnifiers or legal advisers.

### Complaining on behalf of someone else

Please note that we keep strictly to the rules of clinical confidentiality. If you are complaining on behalf of someone else, we must know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical and mental illness) of providing this.

### Complaining to the Local Integrated Care Board (ICB) formerly NHS England

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the ICB if you feel you cannot raise your complaint with us, or you are dissatisfied with the result of our investigation.

### Should you wish to make a direct complaint to the ICB or other external body please contact:

If you have a complaint relating to an NHS service and you wish to complain to NHS Herefordshire and Worcestershire ICB (the commissioner of the service) you can contact us in the following ways:

#### By post

- Write to: Patient and Stakeholder Liaison Team, NHS Herefordshire and Worcestershire, Kirkham House, John Comyn Drive, Perdiswell, Worcester, WR3 7NS

#### By email:

- Complaints about dental services: [hwicb.complaints-dental@nhs.net](mailto:hwicb.complaints-dental@nhs.net)

#### By phone

- Telephone 0300 053 4356 (ask to speak to the Complaints Team)

*Please note - for your concerns to be addressed, the ICB will require written consent from the person who the complaint relates to, or from a legal guardian. The reason for this request is to comply with the Data Protection Act 1998 and patient confidentiality guidelines. The main purpose*

*of the Act is to respect and protect the individual's rights, ensuring that any information about the person concerned is not disclosed without their knowledge and written consent.*

Parliamentary & Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Telephone: 0345 15 4033

Email: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Dental Complaints Service

37 Wimpole Street

London

W1G 8DQ

Telephone: 0845 222 4141 or 020 7887 3800

General Dental Council

37 Wimpole Street

London

W1G DQ

Telephone: 0845 222 4141 or 020 7887 3800

Email: [www.gdc-uk.org](http://www.gdc-uk.org)

Approved By: Zoe Lewis

Date Published: 13/07/2023