



## Code of Practice for Patient Complaints

We always try to provide the best possible service and we want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we made and identify how we can improve to ensure that we meet your expectations in future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

At The Dental Hub, we ensure that complaints are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives:

- We recognise the importance of your feedback and this helps us to continue to develop and improve what we do for everyone. Complaints form an important part of this feedback.
- We commit to acknowledging mistakes when they happen, apologise, explain what went wrong and put things right quickly and effectively.
- We commit to ensure you are treated with courtesy and you receive appropriate support throughout the handling of a complaint.
- We commit to ensure that the organisation learns lessons from complaints and claims and uses these to improve our services.
- 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.

You can make a complaint about any treatment or service received by you or your family. You can complain on behalf of someone else, however, his or her written consent will be needed. Complaints should be made within 12 months of the cause of the complaint or when it was first noticed.

### Making a complaint

If you wish to make a complaint or simply let us know how we could have done better, please your practice complaints manager:

#### Harrogate

Donna Atkinson  
[york@thedentalhub.com](mailto:york@thedentalhub.com)  
01423 298002

#### Knaresborough

Vicky Tate  
[knaresborough@thedentalhub.com](mailto:knaresborough@thedentalhub.com)  
01423 601006

#### Wetherby

Krisna Dhada  
[wetherby@thedentalhub.com](mailto:wetherby@thedentalhub.com)  
01937 583502

#### York

Katie Barker  
[york@thedentalhub.com](mailto:york@thedentalhub.com)  
01904 632295

If you contact the practice to make a complaint and the Complaints Manager is not available, we will arrange a convenient time for them to contact you. We will ask you for brief details of your complaint so that the Complaints Manager can gather any useful information before contacting you.

If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.

If your complaint is about your dental treatment or the fee charged, we will refer this to the dentist concerned, unless you do not want this.

We acknowledge all complaints in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days.

### **Investigating a complaint**

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments – by telephone, letters or e-mail, or by face-to-face meetings. We will let you know how we will deal with your complaint and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.

We will investigate your complaint within 10 working days or, if the issue is complex, within 6 months; and, as far as reasonably practicable, will let you know how our investigation is progressing.

When we have completed our investigation, we will provide you with a full written response detailing our findings and the solutions/actions taken/offered, unless you have told us that you do not wish for further communication.

### **Records**

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following investigation. The investigation report will explain how we considered the complaint, the conclusions we reached for each part of your complaint, details of any remedial action we have taken and whether further action is needed. We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our service.

### **If you are not satisfied**

If your complaint was about your dental treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation:

- If your treatment was provided through the NHS:**

➤ Although the practice does prefer to deal with any complaint directly, NHS patients do have the option to either contact the practice or NHS England with their complaint:

**NHS England**, PO Box 16738, Redditch, B97 9PT

Tel: 0300 311 22 33

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) Please state: '*For the attention of the complaints team*' in the subject line.

➤ If you are not happy with how we or the NHS responds to your complaint, you can ask the Parliamentary Health Service Ombudsman to look into your case:

**Parliamentary Health Service Ombudsman**

Tel: 0845 0154033

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

- If your treatment was provided privately:**

➤ **If you feel the practice has not handled your complaint to your satisfaction, you can contact:**

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA

Tel: 0208 253 0800

Website: <http://www.gdc-uk.org/sites/dcs/>

➤ **If you have concerns about the safety and quality of care, you can contact the Care Quality Commission:**

CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Telephone: 03000 616161

Website: <http://www.cqc.org.uk/content/contact-details-healthcare-complaints>