



**WILLIAM STREET DENTAL
45 WILLIAM STREET
PORTADOWN
CO ARMAGH
BT62 3NX**

Tel 028 3833 2944

POLICY FOR HANDLING PATIENT COMPLAINTS

In this practice we take complaints very seriously indeed and try to ensure that 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.

1. The persons responsible for dealing with any complaint about the service we provide are:
G. Anderson.
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint; the member of staff will take brief details of the complaint and ask the patient to put their complaint in writing, either in the waiting-room or at home.
3. This written complaint will be passed on immediately to G. Anderson for investigation.
4. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within two working days. We will seek to investigate the complaint within ten working days of the complaint being received 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 him or her on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
5. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.

6. Proper and comprehensive reports are kept of any complaint received.
7. If patients are not satisfied with the result of our procedure then a complaint may be made to:

The General Dental Council,
37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)

Northern Ireland Ombudsman,
Freepost BEL 1478, Belfast, BT1 6BR

Health and Social Care Board,
12-22 Linenhall Street, Belfast, BT2 8BS

RQIA oversee the system for ensuring dental practices providing private dental care are registered. They may be contacted at

Regulation & Quality Improvement Authority
9th Floor Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT