

# COMPLAINTS POLICY

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**Complaints Procedure** – At Bore Street Dental Practice we take complaints very seriously and try to ensure that 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.

Patients are asked that in the event of any complaint, to speak directly or write/email to the practice manager, Natalie Cocksedge. When applicable we will recommend the services of an independent advocate. A copy of the complaints process is held in the waiting room and is reviewed annually.

**What we shall do** - Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within 2 working days and aim to have investigated the complaint within 10 working days of the date when it was raised. We shall then be able to offer an explanation or a meeting as appropriate. If there are any delays in the process, we will keep the complainant informed.

When we look into a complaint, we shall aim to:

- find out what happened and what, if anything, went wrong
- make it possible for the complainant to discuss the problem with those concerned
- Identify what we can do to make sure the problem does not happen again.

At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing. Records are kept of any complaint received.

**Complaining on behalf of someone else** - The rules of medical confidentiality will be adhered to if the complaint is received on behalf of someone else. A signed letter or email (sent to [info@borestreetdentalpractice.co.uk](mailto:info@borestreetdentalpractice.co.uk)) from the person concerned is required, unless they are incapable of providing this because of physical or mental illness or are a child under 16 years stating they give permission for the named person to make a complaint on their behalf.

If the complaint is not resolved to the patient's satisfaction, the patient will be advised to contact:

If their complaint is regarding NHS dental care, they should contact:

The Parliamentary and Health Service Ombudsman on 0345 015 4033

**Alternatively,**

local integrated care board (ICB).  
NHS Staffordshire and Stoke-on-Trent ICB  
New Beacon Building, Stafford Education and Enterprise Park  
Weston Road  
Stafford,  
ST18 0BF

Website address: [staffsstoke.icb.nhs.uk/contact-us/patient-advice-and-liaison-service](https://staffsstoke.icb.nhs.uk/contact-us/patient-advice-and-liaison-service)

Email: [PatientServices@staffsstoke.icb.nhs.uk](mailto:PatientServices@staffsstoke.icb.nhs.uk)

Telephone: 0808 196 8861

If their complaint is regarding PRIVATE dental care, they should contact:

Dental Complaints Service  
37 Wimpole Street  
London  
W1G 8DQ

Telephone: 0208 253 0800 (Monday-Friday, 9am-5pm).

You can also log your complaint via their website using their online enquiry form

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

They may also like to contact The General Dental Council for more advice

The General Dental Council  
37 Wimpole Street  
London  
W1M 8DQ

Tel. 0207167 6000

E-mail: [Complaints@gdc-uk.org](mailto:Complaints@gdc-uk.org)

For those patients registered with Denplan, please advise them to contact them by telephone for advice: Denplan Tel. 0800 169 7220

### **Training.**

All member of staff in a patient facing role receive complaints handling training as part of their induction process. Relevant staff annually complete face to face or online complaints handling training to ensure compliance, which is electronically logged by the practice manager, Natalie Cocksedge.

We constantly try to improve the service we offer, so we will encourage patients to let us know when we have done something well or if there are any suggestions as to how we can do something better.

The practice manager, Natalie Cocksedge and Business manager, Deb Litherland – Smith submit the total number of complaints the practice has received and the outcome annually local integrated care board (ICB).

<b>Policy date :</b>	V1.3 November 2022	<b>Policy review date:</b>	March 2026
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