

Complaints Policy

At The London Centre for Prosthodontics complaints are taken seriously, and we try to ensure that all our patients are pleased with the care we provide.

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:

'To act on complaints, in the way in which we would want our own complaint about a service to be handled. We learn from complaints and feedback and we respond to patients' concerns in a caring and sensitive way.'

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to relay the message to the practice manager or 'on-site' dentist immediately.

If the practice manager is not available at the time, then the patient will be told when they will be able to talk to her and arrangements will be made for this to happen.

The member of staff will make a record of the complaint and provide the patient with a copy as well as passing it on to the practice manager.

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 to involve any partner of the practice.

If a patient provides feedback which is negative in nature, we should treat this in a similar fashion to a more formal complaint, in that we will endeavour to improve our services based on that feedback and the matters should be discussed and appropriate action should be taken.

If the patient complains in writing or by email it will be passed on immediately to the practice manager and the complaint will be acknowledged in writing.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.

We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 3-5 working days.

We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example by face-to-face meetings, letters or email.

We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed.

If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.

We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 30 days.

When we have completed our investigation, we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusion reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint or negative feedback.

If patients are not satisfied with the result of our procedure, then the complaint will be passed to The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London, CR9 2ER, 08456120540 (www.dentalcomplaints.org.uk)

If the patient is still unhappy, they will be asked to refer to the Local Government Ombudsman, he/she should contact any of the following:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London, SW1P 4QP, 0345 015 4033 (www.ombudsman.org.uk)

Or The General Dental Council, 37 Wimpole Street, London, W1M 8DQ, the dentists' registered body. 020 7167 600

We will do everything possible to satisfy your complaint, but in the event that we can't, and matters proceed to legal processes against the practice, we may need to provide information about the patient and the treatment received to our dental defence organisation, insurers and legal advisors in strict accordance with our Data Protection Policy.