



The London Centre for Prosthodontics

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Complaints Handling Policy

Code of practice for patient complaints

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, we strive to ensure that 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 ourselves would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Mrs Val Coldicott, our Complaints Manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the Complaints Manager immediately. If the Complaints Manager is not available at the time, then the patient will be told when they will be available and asked if they wish to talk to the dentist and arrangements will be made for this to happen if required. If nobody appropriate is available to handle the complaint, the member of staff will take brief details of the complaint and pass them on. The dentist or the Complaints Manager will aim to respond to all verbal complaints within three working days of receiving the initial complaint. If we cannot arrange this or if the patient does not wish to wait to discuss the matter, arrangements will be made for the most appropriate person at the time to attempt to handle it.
3. If the patient complains in writing, the letter or email will be passed on immediately to the Complaints Manager.
4. 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.
5. If a complaint is received in writing, we will acknowledge receipt in writing and enclose a copy of this code of practice as soon as possible, normally within seven working days of receiving the initial complaint.
6. We will seek to investigate the complaint within ten working days of receipt 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 them 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.
7. We will confirm the decision about the complaint in writing immediately after completing our investigation.
8. Proper and comprehensive records are kept of any complaint received.
9. If patients are not satisfied with the result of our procedure then a complaint may be made to:
 - The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER (Telephone: 08456 120 540)