**Complaints procedure**

We want all of our patients here at Darnall Dental Clinic to be pleased with the service that they receive; therefore we take complaints very seriously. If a patient makes a complaint then we deal with it straightaway and with courtesy. Our aim is to resolve the matter as quickly as possible following the agreed procedure below and wherever possible; to the satisfaction of the patient.

A complaint may indicate a failing on our part, which we can learn from and make improvements to our service. We will adopt a no blame approach when investigating a complaint and especially where individuals are identified, with the aim of reaching a satisfactory conclusion. We will, at all times, be polite and respectful to our patients.

In order to operate effectively, our system is:

* Easily accessible for patients, service users or their carers
* Inclusive, treating all service users with dignity and respect
* Aiming to resolve issues efficiently, effectively and as close to the source as possible
* An open process (subject to issues of confidentiality), which is impartial, independent and objective. Promoting a culture of openness is considered a prerequisite to improving quality and patient care
* Part of an integrated process for reporting and handling complaints, ensuring that lessons are learned from the complaints and are disseminated throughout.

**How do I complain?**

1. The Lead Complaints Individual is Victoria Coe. Victoria is responsible for dealing with all complaints about our service. There is also a deputy complaints nominee who will be able to offer help and guidance in the event of the leads absence; Shukri Mohammed.
2. Patients are requested to give their complaints in writing; this can be created at home or alternatively, feedback forms are available from the reception. Concerns should be addressed to the Practice Manger. If the manager is on leave for over 7 days then the complaint will be passed onto Shukri Mohammed.
3. Complaints about clinical care or the amount charged for treatment will be referred to the dentist concerned unless the patient stated otherwise
* All complaints are acknowledged in writing within 5 working days of receipt. A copy of the code of practice will also be sent. If the patient has not yet discussed the matter with Victoria Coe, they will be offered the opportunity to do so and will also be asked how they would like to be kept informed of developments - by letter, email, telephone or face-to-face meetings. The patient will so be advised of the process we will follow in resolving the complaint and the anticipated timescale.
* We will investigate the complaint quickly and efficiently and will keep the patient informed of the

If a patient is not satisfied with the result, the complaint may be referred to:

 NHS England

 P O Box 16738

 Redditch

 Telephone: 0300 3112233

 The General Dental Council:

 37 Wimpole Street

 London

 W1M 8DQ

Telephone: 08452224141