



David Madrugá

Complaints Procedure

Code of practice for patient complaints at David Madrugá.

In this practice we take complaints very seriously indeed and try to ensure that you are pleased with your experience of our service. If you have a complaint, this will be 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 any concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Ann Grant, Implant Coordinator and Complaints Manager.
2. If you make a complaint on the telephone or at the reception desk, we will listen to your complaint and offer to refer you to the Complaints Manager immediately. If the Complaints Manager is not available at the time, then you will be told when you will be able to talk to the Complaints Manager and arrangements will be made for this to happen. A member of our team will make a written record of your complaint and provide you with a copy as well as passing it on to the Complaints Manager. If we cannot arrange this within a reasonable period or if you do not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If your complaint is made in writing or by e-mail it 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 concerned, unless you do not want this to happen.

5. We will acknowledge your complaint in writing and enclose a copy of this code of practice as soon as possible, normally within three working days.

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

We will inform you about how the complaint will be handled and the likely time that the investigation will take to be completed. If you do not wish to discuss the complaint, we will still inform you of the expected timescale for completing the process.

6. We will seek to investigate the complaint speedily and efficiently and we will keep you regularly informed, as far as a reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 10 working days.

7. When we have completed our investigation, we will provide you with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions 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.

8. Comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint

9. If you are not satisfied with the result of our procedure then a complaint may be referred to:

www.dentalcomplaints.org.uk

Or

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ

We also welcome any feedback in our feedback surveys which can be obtained in paper or email form. Please ask a member of our reception team

Thank you