



Code of practice for handling patient complaints

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we made and identify how we can improve to ensure that we meet your expectations in future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve the matter as quickly as possible. Any complaints received of a clinical nature will be passed on to the treating Dentist.

Making a complaint

If you wish to make a complaint or simply let us know how we could have done better, please contact Nicola Mcinulty our Complaints' Manager:

- By telephone on 01283 564142 / 01332 411211
- By email at nicola.mcinulty@dental-perfectionuk.co.uk
- By letter to Nicola Mcinulty, Dental Perfection, 87 Burton Road, Branston, Burton on Trent, Staffordshire, DE14 3DW.
- In person.

The Complaints' Manager usually works at the practice on Monday to Friday, (9.00 – 5.00) and will endeavour to be available during these times. You may find it more convenient to make an appointment with Complaints' Manager to ensure that she can dedicate sufficient time to meet with you.

If you contact the practice to make a complaint and the Complaints' Manager is not available, we will arrange a convenient time for them to contact you. We will ask you for brief details of your complaint so that the Complaints' Manager can gather any useful information before contacting you. You will be given a copy of the notes made for the Complaints' Manager.

If the matter requires a more immediate response, we will arrange for the Principle/practice owner to deal with it.

If your complaint is about your dental treatment or the fee charged, we will usually ask the dentist concerned to contact you, unless you do not want this.

DENTAL PERFECTION

Clinical Governance:

COMPLAINTS CODE OF PRACTICE

PAGE

1 OF 1

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BY:

N. Mcinulty
T. TAUNK

CHECKED BY:

NUMBER:

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We acknowledge all complaints in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days (unless the complaint can be resolved within 5 working days).

Investigating a complaint

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will let you know how we will deal with your complaint and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.

We will investigate your complaint promptly, usually within 10 working days, or if the issue is of a complex nature, within 6 months, and, as far as reasonably practicable, will let you know how our investigation is progressing.

When we have completed our investigation, we will provide you with a full written report, unless you have told us that you do not wish for further communication. The report will explain how we considered the complaint, the conclusions we reached for each part of your complaint, details of any remedial action we have taken and whether further action is needed.

Records

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following investigation. We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our service.

If you are not satisfied

Alternatively, if you prefer, you can contact the Integrated Care Board (ICB) Complaints Team who will advise if your complaint can be handled by the ICB's Primary Care Complaints Team.

Unsure of who to complain to?

We recognise that the NHS is incredibly complex, and it is not always easy to see where best to send your complaints. If you are unsure then do please ask us and we'll help you to direct your complaint to the right place.

The ICB's PALS Team can be contacted on 0800 032 32 35 or via email ddicb.pals@nhs.net

DENTAL PERFECTION

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2 OF 1
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If you require support because English is not your first language, please contact us and we will signpost you to the relevant interpretation service.

Need support with making your complaint?

If you need support to make a complaint, independent advocacy is provided locally for **Derby city residents** by:

One Advocacy Derby

Tel: 01332 228 748

Email: referrals@oneadvocacyderby.org

For **Derbyshire residents** by:

Derbyshire Mind

Tel: 01332 623 732

Email: advocacy@derbyshiremind.org.uk

You can also leave feedback and share your experience of health and social services in Derby and Derbyshire by contacting your local Healthwatch.

[Healthwatch Derby](#)

Tel: 01332 643 988

[Healthwatch Derbyshire](#)

Tel: 01773 880 786

DENTAL PERFECTION

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3 OF 1

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