



## **Leeds City Dentalcare Patient Complaints Policy**

We at Leeds City Dentalcare want to reassure our patients that any complaint will be dealt with promptly and effectively.

We aim to respond to complaints in a way which we would like our complaint to be handled ourselves.

This policy is in place to help us achieve these objectives and we have tried to make this complaints procedure as simple as possible to help both parties reach a satisfactory outcome.

**The designated complaints officer is: Tracy Collinson (Practice Manager)**

**The clinical complaints officer is: David Brown (Principle Dentist)**

- Complaints made over the telephone will be dealt with by Tracy Collinson, immediately if possible. If Tracy is not available the member of staff taking the phone call will try and resolve the issue. If the issue is not resolved the Debbie will call back as soon as possible and the complainant will be advised of a time scale
- Complaints made in writing will be acknowledged within 3 working days and investigated and responded to within 10 working days
- Patients will be given the opportunity to discuss the complaint in person if appropriate
- We will try and resolve complaints as quickly as possible
- We will keep records of any complaints made
- If patients are not satisfied with the results of the outcome of the complaint they can contact:

### **For NHS patients:**

NHS Complaints Advocacy 0300 330 5454

Care Quality Commission 03000616 161

Parliamentary and Health Service Ombudsmen 0345 015 4033

### **For Private Patients:**

The General Dental Council 0207 7167 000

The Dental Complaints Service 020 8253 0800

**This Policy will be reviewed annually**

**Signed: Tracy Collinson**

**Date: 12/10/2021**