



Patient Complaints Policy

It is the aim of this practice to 'Have a Clear and Effective Complaints Procedure' by meeting the GDC 'Standards for the Dental Team', and deliver good practice in complaint handling.

The team is trained to resolve all complaints promptly, efficiently and politely by following our Patient Complaints Procedure (G 110C) and Complaint Management procedures (G 110). The team responds to complaints in the time limits set by the Complaints Procedure and always provides constructive responses to complaints. The practice never discriminates against a patient who has made a complaint.

Team members do not react defensively to a complaint but listen carefully to a patient who makes one and involves them fully in the process of managing it. The team member will make best endeavours to meet any outcomes the patient expects.

If a patient is not satisfied despite our best efforts to resolve the complaint they will be informed about other avenues that are open to them such as the GDC Dental Complaints Service and the NHS Ombudsman.

The team are regularly trained in complaint handling and are involved in the regular review of complaints, complaints procedures and management [through iCOMPLY] so that services, policies and procedures can be continually improved.

Terms of use: CODE information in templates, modules and iCOMPLY is written in general terms and is believed to be based on the relevant legislation, regulations and good practice guidance. This information is indicative only and is intended as a guide for you to review and take particular professional advice to suit your circumstances. CODE is a trading name of the Confederation of Dental Employers Ltd and it licenses information to CODEplan Ltd. CODE and CODEplan do not accept any liability for any loss or claim that may arise from reliance on information provided. The use of this document indicates acceptance of these terms.
©CODE 2013