

Practice Complaints Policy- Information for Patients

Bilton Dental Clinic takes any complaint very seriously because we try to ensure that all our patients are pleased with the service that we provide.

If a complaint is made, we will try to deal with it promptly so that the matter can be resolved as quickly as possible. Our aim is to react to complaints in a way in which we would expect a complaint of our own to be handled.

We learn from the mistakes we make and we strive to respond to our patients' concerns in a caring and sensitive way. The following procedure is based on these objectives:

1. The person responsible for dealing with complaints is our Practice Manager, Mandi Gibson.
2. You may wish to make your complaint to Mandi Gibson on the telephone, in writing or by appointment in her office. If she is not available at the time, you will be advised as to when she will be. Alternatively, you may speak with Mr Mahapatra, the practice owner.
3. If you complain in writing the letter should be addressed for her attention, marked 'Private and Confidential'.
4. If your complaint is about any aspect of clinical care or associated charges, it will normally be referred to Mr Mahapatra unless you do not wish for this to happen in which case this should be stated.
5. We will acknowledge your complaint in writing and enclose a copy of this code of practice as soon as possible, usually within three working days. We will investigate your complaint within ten working days of receipt and give you an explanation of the circumstances which led to it. If you do not wish to meet in person, then we will attempt to discuss it with you on the telephone. If we are unable to investigate the complaint within a reasonable time we will notify you, giving the reasons for the delay and the likely period within which the investigation will be completed.
6. We will confirm the decision made about the complaint in writing immediately following the investigation.
7. Proper and comprehensive records are kept of any complaint received.
8. If you are dissatisfied with the result of our procedure then you may wish to contact:
 - The British Dental Health Foundation's Word of Mouth Advice Line on 0870 333 1188
 - The Complaints Manager at the Patient Advice and Liaison Service (PALS) at Coventry Teaching Primary Care Trust on 02476 246027 (NHS treatment)
 - The Dental Complaints Service on 08456 120 540 for complaints about private treatment
 - The General Dental Council, 37 Wimpole Street, London.W1M 8DQ (the dentists' registration body)
 - The Care Quality Commission www.cqc.org.uk
 - Denplan's Clinical Mediation Service on 0800 1697 220