

Orthoclinique Complaints policy

In this practice we take complaints seriously and we aim to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This policy is based on these objectives.

In responding to a complaint we aim to treat you the way we would like to be treated if we were in your position.

We aim to respond to a complaint effectively and ensure that we take the opportunity to learn and improve our service.

The person responsible for dealing with any complaint about the service which we provide is *Dr Brijesh Patel*

If a patient makes a verbal complaint, we will listen to and offer to refer him or her to *Dr Brijesh Patel* without delay. If the complaints manager is not available at the time, then the patient will be advised when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on.

If the patient complains in writing the letter or email will be passed to the complaints manager without delay.

If a complaint is about any aspect of clinical care it will normally be referred to the dentist.

We will acknowledge the patient's complaint in writing and enclose a copy of this complaints policy as soon as possible, normally within 5 working days.

We will seek to investigate the complaint and respond within 25 working days of receipt. If we are unable to investigate the complaint within this time we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

We will confirm the decision about the complaint in writing as soon as possible after completing our investigation.

Proper and comprehensive records are kept of any complaint received.

If patients are not satisfied with the result of our procedure then a complaint may be made to: