



TOVEY LITTLE DENTAL CENTRE  
**TOVEY LITTLE DENTAL CENTRE LTD**  
**COMPLAINTS POLICY**

## **INTRODUCTION**

Effective handling of complaints is essential in modern business management. Whether a complaint is received verbally, written or in electronic form, correct handling of the complaint is essential. This will not only enhance relations with the complainant but offer an opportunity to improve the management of the practice. The policy of this practice is to have a robust complaints procedure that is easy for patients to access, thereby allowing complaints to be dealt with effectively.

This policy is in accordance with Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

## **HEALTH AND SOCIAL CARE ACT 2008 - REGULATION 16**

### **Receiving and acting on complaints**

- 1) Any complaint received must be investigated and necessary and proportionate action must be taken in response to any failure identified by the complaint or investigation.
- (2) The registered person must establish and operate effectively an accessible system for identifying, receiving, recording, handling and responding to complaints by service users and other persons in relation to the carrying on of the regulated activity.
- (3) The registered person must provide to the Commission, when requested to do so and by no later than 28 days beginning on the day after receipt of the request, a summary of—
  - (a) complaints made under such complaints system,
  - (b) responses made by the registered person to such complaints and any further correspondence with the complainants in relation to such complaints, and
  - (c) any other relevant information in relation to such complaints as the Commission may request.

## **OBJECTIVE**

To learn from any complaints and try to improve the service we provide by implementing changes to the way we practice if necessary.

## **ORGANISATION RESPONSIBILITIES**

### **Legal Person: Mr C S Tovey & Mr P.A.G Little (Practice Owners)**

The ultimate and legal responsibility for implementing regulations and managing the policy

### **Practice Manager -Mrs K Fox:**

Responsible for ensuring that:

- All complaints are dealt with effectively
- Sending figures regarding NHS patient complaints to the relevant authority
- Advising all staff about complaints at the practice staff meetings to help improve the service provided.

## **STAFF RESPONSIBILITIES**

All staff are responsible for adhering to the policy and procedures for dealing with complaints

## **VERBAL COMPLAINTS**

- When a patient approaches the practice regarding the above either by telephone or in person all staff should try to achieve a resolution for the patient at that initial point of contact and document the nature of the complaint
- When making a complaint the patient should be referred to the practice officer or her deputy who will liaise with them directly
- If the patient attends the practice in person to complain and it can not be resolved straight away, they should be asked to wait in the waiting room until the practice manager officer is available. The practice manager should speak with them in a private room and record details of the complaint on the complaints form.
- Complaints received by telephone should be transferred to the practice office phone where details of the complaint will be recorded on a complaints form.
- If a complaint cannot be dealt with directly a written acknowledgement will be sent within 3 working days detailing the name of the complaints officer investigating the complaint.
- The complaint will then follow the process for a written complaint.

## **WRITTEN COMPLAINTS**

- If a written complaint is received or a verbal complaint cannot be resolved at the point of receipt a code of practice for patient complaints document should be forwarded to the patient, along with an acknowledgment of the complaint, within 3 working days.
- We will investigate the complaint speedily and efficiently and, as far as reasonably practicable, will keep the patient informed of our progress. Investigations will normally be completed within 6 months
- If resolution is achieved it should be noted in the complaints procedure form.
- Failure to reach resolution should also be noted along with any referral to dental defence organisations if appropriate.

## **AUDIT OF COMPLAINTS**

- All complaints to be assessed by the Practice Manager to detect trends in system failures or individual staff failures.
- De-brief of complaint by complaints officer to identify any practice process changes required or highlight any staff training needs.
- Figures regarding NHS patient complaints to be collected for NHS Business Service Authority (BSA) yearly audit.
- Summary of complaints and findings to be given by Practice Manager at staff meetings to feed back any process improvements and internal changes in work practices. Patient confidentiality to be strictly observed with this feedback.

When complaints cannot be resolved within the practice, patients can contact the authorities below:

### **NHS COMPLAINTS**

NHS England  
Customer Contact Centre  
P O Box 16738  
Redditch  
B97 9PT  
Tel : 0300 311 2233  
Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

### **PRIVATE COMPLAINTS**

Dental Complaints Services  
Tel: 020 8253 0800

**QUESTIONS**

If you have any questions or comments about this Email Policy, please contact the practice manager. If you do not have any questions, the Organisation presumes that you understand and are aware of the requirements of the Email Policy and will adhere to them.

The Practice Manager is responsible for enforcing, maintaining and auditing the policy. This includes an annual review.