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COMPLAINTS POLICY

In this practice we take complaints very seriously indeed and try 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 procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service which we provide is Dr Ketan Karlekar.

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him/her to Dr Karlekar immediately. If Dr Karlekar is not available at the time then the patient will be told that they will be contacted as soon as possible by Dr Karlekar, the member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period of time, arrangements will be made for another member of staff to deal with it.

If the patient complains in writing the letter will be passed to Dr Karlekar immediately.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen. We will acknowledge the patients complaint in writing and enclose a copy of this code of practice as soon as possible, normally within two working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not want to meet us, then we will attempt to talk to them on the telephone, if we are unable to investigate the complaint within ten working days 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 immediately after completing our investigation.

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;

- **The Dental Complaints Service (for private and Treatment) 0208 253 0800 england.contactus@nhs.net**
- **NHS England (for NHS care and treatment) The Dental Complaints Service (for private care and Treatment) 0300 311 2233 england.contactus@nhs.net**
- **Care Quality Commission; 03000 616161 info@cqc.org.uk**

We constantly try to improve the service we offer, so we will encourage patients to let us know when we have done something well or if there are any suggestions as to how we can do something better.