



PATIENT COMPLAINTS POLICY AND PROCEDURE

OVERVIEW

At Munro Hall Clinic, we place great emphasis on meeting and whenever possible, exceeding our patient's expectations. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have very seriously. If a patient makes a complaint, we will deal with the matter courteously and promptly so that it is resolved as quickly as possible. Our procedure is based on these objectives.

Munro Hall Clinic has an effective complaints system in place to ensure that identifying, receiving, recording, handling and response to any comments, observations or complaints occurs within a strict timetable which is clearly documented. The complaints system is clearly displayed, and all patients and visitors can be confident that they will be listened and responded to without fear of discrimination.

Any complainant can be assured that they will be treated in a manner respecting their human rights and diversity; in a sensitive manner and that the complaint can be made by a variety of methods either verbally, by sign language or in writing.

Where a complainant lacks confidence (or requires help) they will be supported by helpful staff members. Their complaint will be fully documented and fairly dealt with following an investigation, and lessons learned can lead to changes being made at the clinic to avoid future complaints.

These clear complaint procedures are monitored and reviewed on a regular basis, and the named contact who is accountable for doing this is **Bita Fox**. This Policy was reviewed and implemented on: **01/08/2017**

This policy and relevant procedures will be reviewed at least annually and are due for review on: **05/05/2020** or prior to this date in accordance with new guidance or legislative changes.

PATIENT COMPLAINTS PROCEDURES

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer them to **Bita Fox** immediately. If Bita is not available at the time, then the patient will be told when they will be able to speak to her 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 we cannot arrange this within a reasonable period of time or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

- If the patient complains in writing the letter will be passed on immediately to **Bita Fox**.
- Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen.
- If a claim has begun, or if a complaint to one of the regulatory bodies has been made or intimated, advice and assistance should be sought from the relevant registrants' indemnity provider
- A written response to a complaint with an accompanying copy of our code of practice will be sent as soon as possible, normally within two working days. We will seek to investigate the complaint within ten working days of receipt and provide an explanation of the circumstances which led to the complaint. If the patient does not wish 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 outcome of the investigation and any decisions made in writing
- Proper and comprehensive records are kept of any complaint received.

If patients are not satisfied with the decision following our procedure, then a complaint may be made to:

- The Dental Complaints Service for complaints about private treatment Stephenson House, 2 Cherry Orchard, Croydon, CR0 6BA
Phone: 020 8253 0800 - email: info@dentalcomplaints.org.uk
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
Phone: 0207 167 6000 - email: standards@gdc-uk.org
- NHS England for complaints about NHS treatment. PO Box 6738, Redditch, B97 9PT
Phone: 0300 311 2233 - email: england.contactus@nhs.net
- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne NE14PA
Phone 03000 616161 - email: enquires@cqc.org.uk

COMPLAINTS NOTICE

Munro Hall Clinic should display a notice for patients "Munro Hall Clinic Code of Practice: for Patients Who Wish to Raise Concerns" outlining how to raise concerns. This should be kept in the reception/waiting area and be added to relevant practice literature and be provided to any patient who raises a concern.

Complaints should be analysed graphically to identify trends.

DOCUMENT CHANGE RECORD FOR COMPLAINTS POLICY

The table below is used to register all changes to the policy

Published Date	Version	Pages affected	Description of revision	Author
01/08/2017	1	All	Policy implemented	Bitra Fox
05/05/2017	2	1&3	Change of named contact	Bitra Fox



MUNRO HALL CLINIC CODE OF PRACTICE: FOR PATIENTS WHO WISH TO RAISE CONCERNS

In this practice, we place great emphasis on meeting and whenever possible, exceeding our patient's expectations. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have very seriously.

If you have a concern regarding any aspect of your care, please let us know. We will do all that we can to resolve your concern to your satisfaction both promptly and professionally.

Our aim is to respond to patients' concerns in a caring and sensitive way.

*The person responsible for dealing with any concerns about the service we provide in this practice, is the Practice Owner, who is: **Bitá Fox**.*

If a patient raises an issue they are unhappy about on the telephone or at the reception desk, after listening to a description of the problem, we will immediately contact the Practice Owner. Should the designated person or other responsible person not be available at the time, the patient will be informed when they will be available, and arrangements will be made for the two to meet or speak. The member of staff will take brief details of the concern and pass them to the Bitá Fox.

If a patient writes to express their concern, the letter will be passed on to the relevant person immediately.

We will acknowledge any concerns raised in writing within two days. If a concern has been raised in writing, the written acknowledgement will also include a copy of this Code of Practice, again, normally within two working days. We will investigate the concern and report back within ten working days of it being received. If we are unable to complete our investigations within ten working days for any reason, we will notify the patient, giving reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the outcome of the investigation and any decisions made in writing.

Proper and comprehensive records are kept of any concerns or complaints received.

If, for any reason, a patient is not satisfied with the outcome or the procedure, they may refer to:

- *The Dental Complaints Service for complaints about private treatment Stephenson House, 2 Cherry Orchard, Croydon, CR0 6BA
Phone: 020 8253 0800 - email: info@dentalcomplaints.org.uk*
- *The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
Phone: 0207 167 6000 - email: standards@gdc-uk.org*
- *NHS England for complaints about NHS treatment. PO Box 6738, Redditch, B97 9PT
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