Passage House Dental Care
code of practice for patient complaints

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we may have made and identify how we can improve to ensure that we meet your expectations in future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve the matter as quickly as possible.

Making a complaint

If you wish to make a complaint or simply let us know how we could have done better, please contact Jo Hall, Practice Manager or if you need to contact a different person, Jasmin Thoria (Registered Manager):

- By telephone on 0117 950 3141 (please be aware that our telephone lines are busy, the best time to try is between 1pm-1.45pm)
- By email: passagehousedental@gmail.com
- By letter to: Jo Hall, Practice Manager (optional: Jasmin Thoria, Registered Manager), Passage House Dental Care, 227 Passage Road, Henbury, Bristol BS10 7DL
- In person, by booking an appointment so time can be made available.

The Practice Manager, looking after complaints usually works at the practice on Mondays, Tuesdays, Wednesdays and will endeavour to be available during these times, esp between 10am and 3pm. You may find it more convenient to make an appointment with the Practice Manager to ensure that they can dedicate sufficient time to meet with you.

If you contact the practice to make a complaint and the Practice Manager is not available, we will arrange a convenient time for them to contact you. We will ask you for brief details of your complaint so that they can gather any useful information before contacting you. You will be given a copy of the notes made.

If the matter requires a more immediate response, we will arrange for another senior member of the dental team to deal with it.

If your complaint is about your dental treatment or the fee charged, we will usually ask the dentist concerned to contact you, unless you do not want this.

We acknowledge all complaints in writing or email and enclose a copy of this code of practice as soon as possible, normally within 3 working days.

Investigating a complaint

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will let you know how we will deal with your complaint and the likely time that the investigation will

take to complete. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.

We will investigate your complaint where possible within 1-3 weeks depending on the investigation that needs to take place or, if the issue is complex, within 6 months and, as far as reasonably practicable, will let you know how our investigation is progressing at timely intervals.

When we have completed our investigation, we will provide you with a full written report, unless you have told us that you do not wish for further communication. The report will explain how we considered the complaint, the conclusions we reached for each part of your complaint, details of any remedial action we have taken and whether further action is needed.

Records

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following investigation. We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our service.

If you are not satisfied

If your complaint was about your dental treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation.

For complaints about NHS treatment:

ENGLAND:
The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or www.ombudsman.org.uk).

For complaints about private treatment:

Dental Complaints Service, 37 Wimpole Street, London W1G 8DQ
(020 8253 0800 or online at https://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients).

For data complaints:

The Information Commissioners Office online reporting tool: www.ico.org.uk/make-a-complaint