



### **Practice Complaints Policy:**

At RP Advanced Dental and Implant Centre we take complaints very seriously and as such we aim to ensure that all our patients are pleased with their experience of our service. When we receive a complaint, they are dealt with swiftly and courteously so that the matter is resolved as smoothly 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 Neil Patel (Principle Dentist and Complaints Manager). If Dr Patel 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. If the complaint is made verbally, the member of staff will take brief details of the complaint and pass them on. If the complaint is in writing, the letter or email will be passed to Dr Patel 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 the General Dental Council, 37 Wimpole Street, London, W1M 8DQ (tel: 08452224141) the dentist's regulatory body for complaints about professional misconduct.