

Oxford Place Dental Complaints Policy

Complaints Procedure – our practice operates a complaints procedure as part of its dealing with patients' complaints which complies with the Care Quality Commission requirements.

Patients are asked that in the event of any complaint, to speak directly or write to *[the Registered Manager/Nominated Complaints Lead Joanne Wallace]*. Patients who require further advice regarding the complaints process should direct their enquiry to Amir Abedi who, when applicable, will recommend the services of an independent advocate. A copy of the complaints process is held in the waiting room.

What we shall do – our complaints procedure is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within 2 working days and aim to have looked into the complaint within 10 working days of the date when it was raised. We shall then be in a position to offer an explanation or a meeting as appropriate. If there are any delays in the process we will keep the complainant informed.

When we look into a complaint, we shall aim to:

- Find out what happened and what, if anything, went wrong
- Make it possible for the complainant to discuss the problem with those concerned
- Identify what we can do to make sure the problem does not happen again.

At the end of the investigation the complaint will be discussed with the complainant in detail, either in person or in writing.

Complaining on behalf of someone else – the rules of medical confidentiality will be adhered to if the complaint is received on behalf of someone else. A note signed by the person concerned will be required, unless they are incapable (e.g. because of illness) of providing this to allow the complaint to be investigated. If the complaint is not resolved to the patient's satisfaction, the patient will be advised to write to:

Care Quality Commission

Healthcare Team

Citygate - Gallowgate

Newcastle-upon-Tyne

NE1 4PA

Email: info@cqc.org.uk

Website: www.cqc.org.uk

Help us to get it right – we constantly try to improve the service we offer, so we will encourage patients/clients to let us know when we have done something well or if there are any suggestions as to how we can do something better