

## **PRACTICE COMPLAINTS PROCEDURE**

In this practice we take complaints very seriously indeed and try to ensure that all 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.

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 patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is:  
*Dr Caillin Redican or Dr Kamal Chikhliia*
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to Dr Redican or Dr Chikhliia immediately.

If **Dr Redican or Dr Chikhliia** is not available at the time, then the patient will be told when he or she will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on.

3. If the patient complains in writing the letter will be passed on immediately to **Dr Redican or Dr Chikhliia**
4. 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.
5. We will acknowledge the patient's complaint in writing, normally within three working days. We will seek to investigate the complaint within ten working days of the complaint being received to give 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 him or her 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.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation. Proper and comprehensive reports are kept of any complaint received.
7. If patients are not satisfied with the result of our procedure then a complaint may be made to:

**Brent and Harrow PCT, Wembley Centre for Health and Care, 116 Chaplin Road,  
Wembley, HA0 4UZ (for complaints about NHS treatment)**

**The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (dentists'  
registration body)**

**The Dental Complaints Service (08456 120540) for complaints about private treatment**