



Lewes High Street Dental Practice
Complaints Procedure

At Lewes High Street Dental 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. This procedure is based on these objectives.

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.

- The person responsible for dealing with any complaint about the service we provide is Olivia Rolt (Practice Manager).
- If a patient complains by telephone or at the reception desk, we will listen to their complaint and offer to refer them to Olivia Rolt immediately. If Olivia is not available at the time, then the patient will be told when he or she will be able to talk to her and arrangements will be made for this to happen. The member of staff will take brief written details of the complaint and pass them on to Olivia and also provide the patient with a copy. If we cannot arrange this within a reasonable period of time or the patient does not wish to wait to discuss the matter, then 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 Olivia Rolt.
- 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.
- We will acknowledge the patients complaint in writing as soon as possible, normally within three working days. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or emails. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.
- We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as reasonably practicable, as to progress of the investigation. Investigations will normally be completed within six weeks.
- When we have completed our investigation, we will provide the patient with a full written report/letter. The letter will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
- Proper and comprehensive reports and records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.
- If a patient is not satisfied with the result of our procedure than a complaint may be referred to: East Sussex Downs and Weald Primary Care or The Dental Complaints Service – The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London, CR9 2ER or The General Dental Council – 37 Wimpole Street, London, W1M 8DQ.