

COMPLAINTS PROCEDURE

At Dunmurry Dental Practice we take complaints very seriously 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.

Stage 1

The persons responsible for dealing with any complaint about the service we provide are our receptionists. If a patient complains on the telephone, sends an email/ letter or at the reception desk, we will listen to his or her complaint.

The member of staff will take brief details of the complaint and aim to resolve the issue immediately. 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.

Stage 2

If the patient is not happy with the outcome from stage 1 they will be requested to put the complaint in writing and this will be acted on by Philip McLorinan. If a complaint is in writing it will be passed to the dentist immediately.

The Manager will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, 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 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. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.

Agencies that can be utilized within the complaints investigation are:

- Health and Social Care Board Headquarters, 12-22 Linenhall Street, Belfast, BT2 8BS ,
Tel: 028 9032 1313 / <http://www.hscbusiness.hscni.net/index.htm>
- Patient & Client Council, 2nd Floor, Centre House, 79 Chichester Street, Belfast, BT1 4JE.
Tel: 0800 917 0222 / Email to info.pcc@hscni.net

Stage 3

If the patient is not satisfied with the result of our procedure above then a complaint may be made to one of the following organisations:

- Northern Ireland Ombudsman, 33 Wellington Place, Belfast, BT1 3BT
Telephone: 0800 343424 / www.ni-ombudsman.org.uk - *for complaints about NHS treatment*
- The Dental Complaints Service (GDC), 37 Wimpole Street, London, W1M 8DQ .
Tel: 0845 222 4141/ <https://dcs.gdc-uk.org/> - *for complaints about Private treatment*