

## Patient Complaints Policy

It is the aim of this practice to 'Have a Clear and Effective Complaints Procedure' by meeting the GDC 'Standards for the Dental Team', [to meet the NHS complaints requirements] and deliver good practice in complaint handling.

The team is trained to resolve all complaints promptly, efficiently and politely by following our Patient Complaints Procedure (G 110C) and Complaint Management procedures (G 110). The team responds to complaints in the time limits set by the Complaints Procedure and always provides constructive responses to complaints. The practice never discriminates against a patient who has made a complaint.

Team members cannot react defensively to a complaint but must listen carefully to a patient who makes one whilst involving them fully in the process of managing it. The team members will, to the best of their abilities, endeavour to meet any outcomes the patient expects.

If a patient is not satisfied despite our best efforts to resolve the complaint they will be informed about other avenues that are open to them such as the GDC Dental Complaints Service and the NHS Ombudsman.

The team are regularly trained in complaint handling and are involved in the regular review of complaints, complaints procedures and management [through iComply] so that services, policies and procedures can be continually improved.