

Complaints at CFE Dental – Patient Information

If you have a comment, compliment, complaint or concern about the services you have received from any of the staff working in this practice, please let us know. We operate a practice based complaints procedure for dealing with complaints. We take comments, complaints and concerns very seriously and will endeavour to deal with any issues efficiently and effectively. We welcome any suggestions feedback or learning/improvement opportunities. Please also feel free to use the suggestion box in the waiting room.

Aim: We hope most problems or issues can be resolved promptly, ideally at the time they arise, and with the person concerned. If immediate resolution is not achieved or to your satisfaction, please let us know as soon as is practical, to allow us to establish what has occurred and move swiftly towards a resolution / solution. If that is not possible, please let us have details of your complaint within 12 months of the event instigating the complaint, or within 12 months of you first becoming aware of any problems.

HOW TO RAISE A COMPLAINT

We operate a practice complaints procedure. You can write or email to the Practice Manager Denise Allan with details of your complaint or ask for an appointment in order to discuss your concerns in person with Graham Murphy the principal dentist and complaints lead for the practice. The complaints procedure will be explained to you and we will make sure that your concerns are dealt with confidentially, promptly and thoroughly. Where a complaint is taken verbally, an account of the issues raised will be documented and a copy sent to the person making the complaint to check for accuracy.

Your complaint will be formally acknowledged within 3 working days.

An investigation plan will be agreed with the complainant, including:

- Timescale for investigation and response.
- Agreement on the desired outcome.

Your complaint will then be thoroughly investigated and a response produced which should address all of the issues raised. This process is known as Local Resolution.

You will receive a response in writing, along with a copy of the complaints procedure at all times.

The aim of the complaints process - we aim to assess your concerns promptly and resolve them quickly if possible. To do this we will work with you to:

- Find out what happened and what went wrong.
- Make it possible for you to discuss the problems with those concerned, if you wish to do this.
- Make sure you receive an apology, where this is appropriate.
- Try to make sure that the problem does not occur again.

Principles of good complaint handling - the practice adopts the following 6 principles when handling complaints:

- Getting it right.
- Being client / patient focussed.
- Being open and accountable.
- Acting fairly and proportionately.
- Putting things right.
- Seeking continuous improvement to our services and practice.

Who can make a complaint?

Any person who receives or has received our services or a person acting on their behalf (if patient consent has been received). If you are complaining on behalf of someone else, we do need to know that it is appropriate for you to do so and a form will need to be completed.

Time limits

A complaint should be made as soon as possible after an event and not more than 12 months after the event occurred or the date that the patient was aware of the event. The time limit can be extended if there are good grounds for not making the complaint earlier and it is still possible to investigate it fairly and effectively.

What if you remain unhappy following local resolution?

If after following the local resolution process you remain dissatisfied with the outcome, you have the right to refer your complaint to:

- CQC Healthcare Team
- Local Health Watch
- NHS England
- Parliamentary and Health Service Ombudsman
- NHS Choices
- NHS complaints service
- PALS
- Denplan Consultation and Complaints / Mediation Service
- GDC
- Citizens Advice
- Dental Complaints Service

If you need help to make your complaint

If you need any help the Independent Complaints Advocacy Service (ICAS) will be glad to advise and support you. ICAS is an independent body which represents the views of users of the health service. They are able to give advice, information and support to complainants throughout these procedures.

Patient Advice and Liaison Service (PALS)

If you do not wish to complain, but just want help and advice, or you have concerns, you can contact PALS to discuss any queries about NHS services. PALS provide support to patients, carers and relatives, representing their views and resolving local difficulties on-the-spot by working in partnership with NHS staff. The service aims to:

- Advise and support patients, their families and carers.
- Provide information on NHS services.
- Listen to your concerns, suggestions and queries.
- Help sort out problems quickly on your behalf.
- You can contact PALS on freephone: 0800 032 0202.

Independent Complaints Advocacy Service

Churchill Street
12 Mosley Street
Newcastle
NE1 1DE
Tel: 0845 120 3732

The Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London
SW1P 4QP
email: phso.enquiries@ombudsman.org.uk
Tel: 0345 015 4033

Private Complaints - further information and advice if can be sought from:

- Denplan Complaints Handling and Risk Management Department . Telephone: 0800 169 7220 .
- Denplan Website for clinical mediation service@denplan.co.uk
- Dental Complaints Service Telephone: 02082530800 www.dentalcomplaints.org.uk

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