

Complaints procedure and policy for patients wishing to make a complaint.

In this practice we take complaints very seriously indeed and try to ensure that all our 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 main 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 which we provide is
Raghu Neppalli BDS (Principal Dentist)

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Mrs Maxine Raimbach (Practice Manager) immediately. If Mrs Raimbach is not available at the time, then we will arrange for the patient to be contacted as soon as possible when Mrs Raimbach is available. The member of staff we will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it. Written complaints should be addressed to Mrs Raimbach who will pass on the information to Dr Raghu Neppalli.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the clinician, unless the patient does not want this to happen.

We 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 receipt 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 them 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.

We will confirm the decision about the complaint in writing immediately after completing our investigation.

Proper and comprehensive records are kept of any complaint received.

If patients are not satisfied with the result of our procedure then a complaint may be made to:

- Care Quality Commission 03000 616161 CQC National Customer Service Centre, Citygate, Gallowgate Newcastle upon Tyne, NE1 4PA
- The Dental Complaints Service (08456120540) for complaints about private treatment
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ

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