

Westgate Dental Practice Complaints procedure 2020

We follow a complaints procedure which aims to resolve any issues or concerns and keeps you informed.

Our aim is for all patients to be pleased with their experience of our service. Your feedback helps us to improve our service.

We wish to treat patients the way we would like to be treated; we want you to have a positive experience of making a complaint.

The practice takes complaints very seriously we will try to answer all your questions and any concerns you raise.

All your feedback is important to us. Please let us know if you have any complaints.

We want to make it easy for you to raise a concern or complain, if you need to. A member of staff can provide a copy of this written complaints procedure.

WESTGATE CODE OF PRACTICE FOR PATIENTS COMPLAINTS

When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible in the following way.

We learn from any mistake we make and we respond to patients concerns in a caring and sensitive manner.

The person responsible for dealing with complaints is Mrs J. Leyland

If a complaint is received via the telephone or at reception we will listen to the patient and offer to refer them to: Dr G.P. Leyland

Written complaints will be passed directly to: DR.G.P.Leyland

Mrs. J. Leyland will acknowledge the patients' complaint in writing, enclose a copy of this code of practice as soon as possible and within three working days. We will meet the patient within ten working days of the complaint being received to discuss the matter. Alternatively the patient may prefer to use the telephone for discussions, this will not affect the ten day period. Any decision made will be confirmed during the same period.

Proper and comprehensive records are kept of all complaints.

In the unlikely event that the practice is unable to deal with a complaint to a patients' satisfaction then they can contact:

Dental Complaints Service

Tel: 020 8253 0800

e-mail: info@dentalcomplaints.org.uk

reviewed 05/2020