**Code of Practice for Patient Complaints**

In this practice we take complaints very seriously and try to ensure that all patients are pleased with their experience of our service. Where a patient is unhappy with our service we welcome their complaint as an opportunity to learn and improve the service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. The procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our own 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.

1. The person responsible for dealing with complaints about our service is Dr John McCann.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer them to Dr McCann as soon as possible. If Dr McCann is not available at the time, then the patient will be told when they will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take details of

the complaint and pass them on. If we cannot arrange this within 48 hours or if the patient does not wish to discuss the matter, arrangements will be made for someone else to deal with it.

1. If a patient complains in writing the letter will be passed on immediately to Dr McCann.
2. If a complaint is about any aspect of clinical care or associated charges it will normally be referred on to the dentist unless the patient does not want this to happen.
3. Dr McCann will acknowledge the patients complaint in writing and enclose a copy of this code of practice as soon as possible, and in any event within 2 working days. We will seek to meet the patient within 10 working days of the complaint being received 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 with them on the telephone. We will confirm the decision about the complaint in writing to the patient within 10 days.
4. Proper and comprehensive records are kept of any complaint received.
5. For complaints regarding private treatment an annual anonymised return is made annually to the Regulation and Quality Improvement Authority
6. Every effort will be made to resolve your complaint. However if the in house practice complaints procedure is exhausted and you remain dissatisfied you may write to:

**Business Services Organization**

**2 Franklin Street**

**Belfast**

They may offer to act as an honest broker on your behalf.

1. If your complaint remains unresolved you may wish to contact

**The Ombudsmans Office**

**Freepost BEL 1478**

**Belfast BT1 6BR**

1. You may wish to contact the Regulation and Quality Improvement Authority (RQIA) direct at:

**RQIA**

**9th Floor Riverside Tower**

**5 Lanyon Place**

**Belfast BT1 3BT**

1. You may wish to contact the General Dental Council direct at:

**General Dental Council**

**37 Wimpole Street**

**London**

**W1G 8DQ**