

## HINCHLEY WOOD ORTHODONTIC PRACTICE

### Code of Practice for Patient Complaints

At HWP we take complaints very seriously 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 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 customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is Julia Tinkler, the Practice Manager/ Complaints Manager.
2. 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 the Practice Manager immediately. If she is not available at the time, the patient will be told when they will be able to talk to her and arrangements will be made for this to happen. The member of staff will make a written record of the complaint as well as passing it on to the Manager. 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.
3. If the patient complains in writing or by e mail it will be passed on immediately to the Practice Manager.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the Orthodontist concerned, unless the patient does not want this to happen.
5. 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 offer to discuss the complaint at any time agreed with the patient, asking how the patient would like to be kept informed of developments, for example by telephone, face to face meetings, letters or e-mail. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.
6. We will seek to investigate the complaint speedily and efficiently as we will keep the patient regularly informed, as far as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within six months.
7. When we have completed our investigation, we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
8. Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.
9. If patients are not satisfied with the result of our procedure than a complaint may be referred to:

Complaints Manger  
NHS England  
P O Box 16738  
Redditch  
Worcestershire  
B97 9PT

Tel: 0300 311 2233

Or

Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP Tel: 0345 0154033 or  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk) for complaints about NHS treatment.

Or

The Dental Complaints Service  
The Lansdowne Building,  
2 Lansdowne Road  
Croydon  
Greater London  
CR9 2ER Tel 08456 120540 or  
[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) for complaints about private treatment.

If you are not satisfied with the response from us you may contact

<https://www.england.nhs.uk/contact-us/complaint/#complain>