



Complaints Procedure for Patients

Definition of a complaint

A complaint may be made verbally or in writing. A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the practice or its staff affecting an individual.

A complaint may be deemed as informal when it is made verbally and can be resolved to the complainant's satisfaction no later than the next working day after the day on which the complaint was made. A record of all informal complaints will be kept and any learning embedded within the service.

If you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, please let us know as soon as possible – ideally, within a matter of days or at most a few weeks, as this will enable us to establish what happened more easily. If it is not possible, complaints should normally be made within 12 months of the date of the event that you're complaining about, or as soon as the matter first came to your attention.

The time limit can sometimes be extended (so long as it's still possible to investigate the complaint). An extension might be possible, such as in situations where it would have been difficult for you to complain earlier, for example, when you were grieving or undergoing trauma.

We have a complaints form available from reception or a letter from you detailing your concerns is also sufficient if you would prefer this method.

All written complaints should be addressed to:

Practice Manager
Hemper Lane Dental Practice
58 Hemper Lane
Sheffield
S8 7FD

Alternatively you can speak to a member of our team on reception where your complaint will be logged and referred to the Practice Manager immediately.

Confidentiality

Complaints will be handled in the strictest confidence in accordance with Hemper Lane Dental Practice Confidentiality Policy, and should be kept separately from patient dental records. Care will be taken that information is only disclosed to those who have a demonstrable need to have access to it.

What happens next?

We shall acknowledge your complaint or concern by letter within two working days of receiving it. We will investigate your complaint within ten working days and we shall then offer you an explanation and/or a meeting to discuss the complaint further.

In investigating your complaint we shall aim to:

- Establish the facts.
- Make it possible for you to discuss the problem with those concerned, if you would like this.
- Make sure you receive an apology, where this is appropriate.
- Identify what we can do to make sure the problem doesn't happen again.

If your concern is straightforward, the Practice Manager will deal with this however if it is more serious, we may use someone from external bodies such as the Dental Defence Team or General Dental Council (GDC).

We will aim to resolve concerns as quickly as possible and expect to deal with the majority within ten working days. If your complaint is more complex, we will let you know within this time why we think it may take longer to investigate and tell you how long we expect it to take. An interview may need to be carried out.

Complaints form

If you would like to complete a complaint forms these can be obtained from reception, please complete this in full and hand back to a member of our team.

Complaining on behalf of someone else

We keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else then we have to know that you have permission to do so. A note signed by the person concerned will be necessary if you are making your complaint via letter. Alternately the complaints form for complaining on behalf of someone else has a declaration that will require a signature from the person you are making the complaint for these forms can be obtained from reception. If however they are incapable (because of physical or mental illness) of providing this we will oversee the signature.

Complaining to NHS England

We hope that if you have a problem, you will use our practice complaints procedure. We believe that this will provide the best chance of putting right whatever has gone wrong, and will help us to improve our practice. This does not affect your right to approach NHS England, if you feel that you cannot raise your complaint with us, or you are dissatisfied with the results of our investigation.

You can contact the NHS England complaints department at:

NHS England Customer Contact Centre

Post: NHS England, PO Box 16738, Redditch, B97 9PT

Telephone: 0300 3112233 Mon–Fri 8am–6pm excluding England bank holidays

Email: england.contactus@nhs.net

PLEASE HELP US TO HELP YOU

