



### **Code of practice for handling complaints**

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we made and identify how we improve to ensure that we meet your expectations in future. Our aim is to learn from any feedback we received and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve the matter as quickly as possible.

#### **Making a complaint**

If you wish to make a complaint or simply let us know how we could have done better, please contact the Practice Manager/Complaints manager.

- By telephone on 01623 557786
- By email to: [themanor.surgery@nhs.net](mailto:themanor.surgery@nhs.net)
- By letter to The Practice Manager, The Manor Surgery Ltd, 4a Manor Street, Sutton in Ashfield, Notts NG17 1BG
- In person

The complaints manager usually works full time at the practice and will endeavour to be available. You may find it more convenient to put your concerns in writing allowing the complaints manager to ensure that they have time to investigate the matter.

If you contact the practice to make a complaint and the complaints manager is not available, we will arrange a convenient time for them to contact you. We will ask you for brief details of your complaint so that the complaints manager can gather useful information before contacting you.

If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.

If your complaint is about your dental treatment or the fee charged, we will usually ask the dentist concerned to contact you, unless you do not want this.

We acknowledge all complaints in writing and will enclose a copy of this code of practice as soon as possible, usually within 3 working days.

#### **Investigating a complaint**

We will offer to discuss the complaint with you and ask you how you would like to be kept informed of any developments – by telephone, letters or email or by face-to-face meetings. We will let you know how we deal with your complaint and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.

We will investigate your complaint within 21 days or up to a maximum of 6 months if the investigation is more complex and as far as reasonably practicable, will let you know how our investigation is progressing.

When we have completed our investigation, we will provide you with a full written report, unless you have told us that you do not wish for further communication. The report will explain how we



considered the complaint, the conclusions we reached for each part of your complaint, details of remedial action we have taken and whether further action is needed.

### **Records**

We keep proper and comprehensive records of complaints that we receive and the action we have taken following investigation. We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our service.

### **If you are not satisfied**

If your complaint was about dental treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation.

### **For complaints about NHS treatment**

England:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP  
(03450154033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk))

The British Dental Health Foundation helpline: 08450631188

### **For complaints regarding private treatment**

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA  
(02082530800)

Date Introduced: July 2012

### **Review Date: January 2025**

Reviewed January 2024 | Reviewed November 2022 | Reviewed November 2021 | Reviewed September 2020 | Implemented July 2012