



WILLIAM STREET DENTAL
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PORTADOWN
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Tel 028 3833 2944

POLICY FOR HANDLING PATIENT COMPLAINTS

In this practice we take complaints very seriously indeed and try to ensure that all 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 patients' concerns in a caring and sensitive way.

1. The persons responsible for dealing with any complaint about the service we provide are:
G. Anderson.
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint; the member of staff will take brief details of the complaint and ask the patient to put their complaint in writing, either in the waiting-room or at home.
3. This written complaint will be passed on immediately to G. Anderson for investigation.
4. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within two working days. We will seek to investigate the complaint within ten 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 to him or her on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

5. This will be impacted upon if patients are health service or private.

Health and Social Care Complaints Procedure (Revised April 2019)

Complaints are acknowledged in writing within **2 working days**. (See Page 41 and Page 54 in regards to timeframes as for Family Practitioner Services (FPS). We will endeavour to investigate complaints speedily and efficiently. The complainant will be kept informed of progress. We aim to have completed the investigation into the complaint within 10 working days, at which point outline your action. In relation to private patients The Independent Health Care Regulations(Northern Ireland)2005 See Page 11, Section 23 on complaints.

6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive reports are kept of any complaint received.
8. If patients are not satisfied with the result of our procedure, then a complaint may be made to:

Patient Client Council,
2nd Floor, Centre House, 79 Chichester St, Belfast BT1 4JE
Telephone: 0800 917 0222
Email: Complaints.pcc@hscni.net

Pathway for health service patients

Strategic Planning and Performance Group,
12-22 Linenhall Street, Belfast, BT2 8BS
Email: SPPGcommunications@hscni.net

Northern Ireland Ombudsman,
Progressive House
33 Wellington Place, Belfast, BT1 6HN
Email: nipso@nipso.org.uk

Pathway for private patients

Regulation & Quality Improvement Authority
James House
Cormac Avenue
Belfast
BT7 2JA

The Regulation and Quality Improvement Authority (RQIA) is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements in the quality of those services. RQIA does not investigate complaints however, through their regulatory activities, they have an important role in ensuring all regulated services have an effective complaints procedure, take complaints seriously and investigate complaints thoroughly, in line with DoH complaints guidelines.

The Dental Complaints Service, 37 Wimpole Street, London, W1G 8DQ, Tel: 0845 222 4141 / 020 8253 0800

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Email: contactus.gdc-uk.org