

## Code of practice for handling patient 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 can improve to ensure that we meet your expectations in future. Our aim is to learn from any feedback we receive 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 **Donna Campbell** our **Complaints' Manager**: By telephone on **01926 883476**

By email at [donna.campbell@leamingtonspaorthodontics.com](mailto:donna.campbell@leamingtonspaorthodontics.com)

By letter to Donna Campbell, Leamington Spa Orthodontics Ltd, 21 Waterloo Place, Warwick Street, Leamington Spa CV32 5LA

You may find it more convenient to make an appointment with Complaints' Manager to ensure that she can dedicate sufficient time to meet with you.

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 any useful information before contacting you. You will be given a copy of the notes made for the Complaints' Manager.

If the matter requires a more immediate response, we will arrange for a senior member of the clinical team to deal with it, this will usually be **Donna Campbell**.

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 enclose a copy of this code of practice as soon as possible, normally within 3 working days.

### **Investigating a complaint**

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will let you know how we will 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 as short a period as possible and no more than 6 months 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 any remedial action we have taken and whether further action is needed.

**Records**

We keep proper and comprehensive records of any 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 your orthodontic 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:**

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk)).

**For complaints about private treatment:**

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA (020 8253 0800).

Date: June 2019

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## Leamington Spa Orthodontics: NHS Patients Code of Conduct

Leamington Spa Orthodontics make every endeavour to provide high standards of care, treatment and service to our patients.

If something is not as you would hope or expect, or you feel the need to make a complaint our aim is to give you a helpful response at the appropriate time.

We will respect your right to complain, make sure that there is an effective complaints procedure which we follow at all times and cooperate with any formal inquiry into your treatment.

We believe that a complaint is any expression of dissatisfaction by a patient (or their representative) about service or treatment, whether justified or not. Complaints can be spoken or written and can be about any part of the service we provide.

We believe that patients complain because their expectations of a good level of service have not been met. If a patient's expectation does not match ours, this can often be the result of a failure to communicate.

### OUR PROMISE TO YOU, WE WILL;

- Listen to and clarify with you, the reason(s) why you are unhappy or dissatisfied
- Keep a confidential written record of your complaint
- Maintain your dignity and privacy
- Keep in touch, we will provide you with regular updates on the progression of your complaint
- Investigate what happened and why
- Work with you to resolve your concerns fully
- Review what happened and learn from it

### OUR PROCEDURE:

1. Complaints must be made within 12 months of the treatment.
2. When you make a complaint we will take an accurate record of your concerns - this will involve a discussion with you to ensure that we fully understand what has gone wrong.
3. We will send you a copy of this code of conduct and a timeframe for resolution.
4. We will provide you with the contact details of the person who is managing your complaint.
5. If the complaint is regarding the clinical treatment you have received, your complaint will be dealt with by the clinician(s) involved, who may, in turn, involve their advice team.
6. We will fully investigate your complaint.
7. We will work with you to determine how best the complaint can be resolved.
8. We will aim to resolve your complaint within 28 working days and if there is any delay we will notify you.
9. We will make improvements based upon the outcome of your complaint and what we have learned from it.
10. If you are not satisfied with the result of our procedure then a complaint may be made to:  
NHS England Complaints team: PO Box 16738 Redditch B97 9PT, or telephone: 0300 3112233, or by  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (see <https://www.england.nhs.uk/contact-us/complaint/>)  
The Parliamentary and Health Care Ombudsman by their website: <http://www.ombudsman.org.uk/>  
or Post: Millbank Tower, Millbank, London SW1P 4QP or Telephone: 0345 015 4033

This policy is designed to meet the standards by which we would wish a complaint we made to be handled. We follow the guidance and professional principles as set out by the General Dental Council.