

¹Leamington Spa Orthodontics - Private Complaints 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:

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

Our procedure:

1. 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.
2. We will send you a copy of this code of conduct and a timeframe for resolution
3. We will provide you with the contact details of the person who is managing your complaint
4. 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
5. We will fully investigate your complaint
6. We will work with you to determine how best the complaint can be resolved
7. We will aim to resolve your complaint within 14 working days and if there is any delay we will notify you
8. We will make improvements based upon the outcome of your complaint and what we have learned from it

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.