

## Patient Complaints Procedure

The primary goal of this practice is patient satisfaction, which means that patients are satisfied with the care and service we provide and feel that their best interests are taken into account at all times.

If we have failed to meet your expectations we will make best endeavours to deal with any dissatisfaction promptly and courteously and learn from our mistakes.

We take complaints very seriously. We investigate them in a full and fair way and take great care to protect your confidentiality. We will never discriminate against patients who have made a complaint.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns efficiently and effectively. Raise your concerns with any member of staff. If they feel unable to help with the nature of the complaint, they will recommend that you discuss your concerns with Mrs Laura Radford, a Practice Manager and will arrange a convenient time for you to speak to her, either in person or by phone.

If we cannot resolve your complaint immediately it will be acknowledged in writing within 3 working days and we aim to provide a full response within 10 working days.

We will keep comprehensive and confidential records of your complaint, which will be stored securely. Only those persons who need to know about your complaint are informed about it and can access it.

Should the complaint require further investigation, this may involve the person who treated you, members of the team or others. In some cases the investigation may take longer than 10 working days, in which case you will be informed about the reason for the delay, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing and invited to a meeting to discuss the results and any practical solutions that we can offer to you. It is our intention to reach a solution that meets your needs and resolves the complaint in a satisfactory way.

### Complaining on behalf of someone else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

### Evaluating complaints

The number of complaints we receive would be subject to the process of clinical audit. Any one complaint is one too many and it is important to us that this area is adequately evaluated so we can learn from it and make necessary alterations to practice protocol.

We always welcome your feedback, comments, suggestions and complaints and would prefer to be given the opportunity to deal with issues in house, however should you feel that the Practice has not fully addressed or dealt appropriately with your complaint, we recommend you contact the appropriate service below.

### Contacts:

For complaints about NHS Primary Care Services contact:

- Telephone: 0300 123 1672
- Email: [d-icb.patientexperience@nhs.net](mailto:d-icb.patientexperience@nhs.net)
- Post: Patient Advice and Complaints team, Pomona House, Edginswell Business Park, Oak View Close Torquay TQ2 7FF
- Contact information can also be found on the One Devon website:

[www.onedevon.org.uk/contact-us/patient-advice-and-complaints/](http://www.onedevon.org.uk/contact-us/patient-advice-and-complaints/)

If you are still unhappy about your NHS complaint, you can contact the Parliamentary Health Ombudsman: please call 0345 015 4033 or email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

For private dental services contact The Dental Complaints Service on 020 8253 0800  
[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

The General Dental Council is responsible for regulating all dental professionals. You can contact them on 020 7167 6000 email: [information@gdc-uk.org](mailto:information@gdc-uk.org)