

Code of Practice

For Patients Who Wish To Raise Concerns

At Calm & Gentle Dental Care, Tonbridge, we place great emphasis on meeting and whenever possible, exceeding our patient's expectations. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have very seriously.

If you have a concern regarding any aspect of your care, please let us know. We will do all that we can to resolve your concern to your satisfaction both promptly and professionally.

Our aim is to respond to patients' concerns in a caring and sensitive way.

The person responsible for dealing with any concerns about the service we provide in this practice is the Practice Service Coordinator, who is: **Sandy Nicoll**. If Sandy Nicholl is unavailable and you wish to raise a concern, please ask to speak to the practice manager.

If a patient raises an issue they are unhappy about on the telephone or at the reception desk, after listening to a description of the problem, we will immediately contact the Practice Service Coordinator. Should the designated person or other responsible person not be available at the time, the patient will be informed when they will be available and arrangements will be made for the two to meet or speak. The member of staff you initially raised your concern with will take brief details of the concern and pass them to the Practice Service Coordinator.

If a patient writes to express their concern, the letter will be passed on to the relevant person immediately.

We will acknowledge any concerns raised in writing within two days. If a concern has been raised in writing, the written acknowledgement will also include a copy of this Code of Practice, again, normally within two working days.

We will investigate the concern and report back within ten working days of it being received. If we are unable to complete our investigations within ten working days for any reason, we will notify the patient, giving reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the outcome of the investigation and any decisions made in writing.

Proper and comprehensive records are kept of any concerns or complaints received.

If, for any reason, a patient is not satisfied with the outcome or the procedure, he/she may refer to:

 **The Dental Complaints Service for complaints about private treatment**

Stephenson House, 2 Cherry orchard, Croydon, CR0 6BA
Phone 020 8253 0800. Email: info@dentalcomplaints.org.uk

 **The General Dental Council**

37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
Phone: 02071 676000 Email: standards@gdc-uk.org

 **The Care Quality Commission**

Citygate, Gallowgate, Newcastle upon Tyne NE14PA
Phone Email 03000 616161 enquires@cqc.org.uk

Calm & Gentle

D E N T A L C A R E

T O N B R I D G E

Exceeding Expectations in Dentistry

