



# DR SUBIR BANERJI

## COMPLAINTS POLICY

At The Avenue Dental Clinic we take complaints very seriously because we want all our patients to be happy with our service. If you make a complaint, it is important to us that this is dealt with courteously and promptly so that the matter is resolved as quickly as possible. Our aim is to respond to complaints in the way in which we would want our own complaint about a service to be handled, to learn from any mistakes we make and to respond to your concerns in a caring and sensitive way. This policy sets out the procedures we will follow to ensure that we achieve these objectives.

We encourage our patients to give feedback and, where they are unhappy, to make a complaint if we have not met their expectations. We want to stress that this is important to us because it helps us to improve the service we provide.

***Patients will not be discriminated against for making a complaint and it will not have a negative effect on their treatment.***

Any patient wishing to make a complaint should not hesitate to raise the matter with any member of the practice team, as they prefer.

If you make a verbal complaint, the member of staff you are speaking to will listen to you and, if they're able, immediately attempt to remedy the problem. If this is not possible, or if you are asking for something that the staff member is not authorised to provide (for example, a refund of treatment fees), the staff member should contact the practice principal immediately so that he can deal with the matter. The member of staff will take brief details of the complaint and pass them on to Dr Subir Banerji.

Written complaints, whether in a letter or an email, will be passed immediately to the practice principal for him to deal with. Complaints relating to clinical care and/or associated fees will usually be referred to the dentist unless you do not want this to happen.

We will acknowledge the complaint in writing within 3 practice working days. We will provide a full response (with redress or details of action to be taken, where appropriate) within 10 practice working days. If this is not possible for any reason, we will notify you giving reasons for the delay and the likely period within which the investigation will be completed.

The full response may initially be given at a meeting or by telephone if you prefer and confirmed in writing. In the event that you make a complaint or commence or threaten to commence legal process against the practice, we may need to provide information about you and the treatment you have received to our dental defence organisation, insurers and legal advisers in accordance to our Data Protection Policy.

We keep comprehensive records of any complaints we receive, responses we give, and any action taken. If you're not satisfied with the response to a complaint, we may refer the matter to:

The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London, CR9 2ER, telephone (0845) 612 0540 - for complaints about private treatment (NB: The Avenue Dental Clinic only provides treatment on a private basis and does not hold an NHS contract)

The Care Quality Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG, telephone 03000 616161 - the general health regulator, with responsibility for maintaining standards in healthcare services

The General Dental Council, 37 Wimpole Street, London W1G 8DQ, telephone (0845) 222 4141 - the dentists' regulatory body, which deals with complaints about professional misconduct.