

Smile Essential code of practice for patient complaints

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we would like to know the mistakes we have 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, Dawn Massey our Practice Manager:

- By telephone on 0116 2891317
- By email at info@smileessential.co.uk
- By letter to :-

Dawn Massey
Practice Manager
Smile Essential Dental Practice,
434a Narborough Road,
Leicester
LE3 2FS

- In person.

The Practice Manager will endeavour to be available during the times listed below:-

- Monday & Tuesday 9am to 3pm
- Wednesday & Thursday 9am to 6pm
- Friday 9am to 2pm

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

If you contact the practice to make a complaint and the Practice Manager is not available, we will arrange a convenient time for her to contact you. We will ask you for brief details of your complaint so that the Practice Manager can gather any useful information before contacting you. You will be given a copy of the notes made for the Practice Manager.

If the matter requires a more immediate response, we will arrange for a senior member of the dental team to talk with you.



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 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.

If you would like support during the complaints process advocacy is available from POhWER Advocacy, Tel 0300 456 2370, email pohwer@pohwer.net.

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 dental treatment and you are not satisfied with the result of our investigation, you may contact a relevant external organisation: -

For complaints about NHS treatment:

Corporate Governance Team, NHS Leicester, Leicestershire and Rutland ICB, Room G30, Pen Lloyd Building, County Hall, Glenfield, Leicester, LE3 8TB. Tel: 0116 2957572

Email: llricb-llr.enquiries@nhs.net

If you remain unhappy after we have responded to you, you may contact

The Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester, M2 3HQ (0345 015 4033 or www.ombudsman.org.uk).

For complaints about private treatment:

If you remain unhappy after we have responded to you, you may contact

Dental Complaints Service, 37 Wimpole Street, London. W1G 8DQ. (020 8253 0800).