

# Complaint Policy

## **Introduction**

At Linden Lodge Dental Practice, we are committed to providing high-quality dental care and services to our patients. We value feedback from our patients and consider it an essential part of our continuous improvement process. We take complaints very seriously; we investigate them in a fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint.

This Complaint Policy outlines the procedures for handling and resolving complaints. The purpose of this policy is to establish a structured process for addressing complaints received from patients or their representatives and to ensure compliance with CQC requirements.

## **Scope**

This policy applies to all staff, including dental practitioners, dental nurses, administrative staff, and any other individuals involved in the provision of dental services at Linden Lodge Dental Practice.

## **Complaint Procedure:**

- Patient can complaint about dentist or staff on our official email address: [lindenlodgep@icloud.com](mailto:lindenlodgep@icloud.com)
- Patients can send complaints via post to the practice address:  
Linden Lodge Dental Practice,  
519 London Road,  
Thornton Heath,  
Surrey,  
CR7 6AR.
- Essential evidence should be attached with the complaint.
- Complaints can be received by any member of staff and should be forwarded to the Complaints manager.
- Complaint will be reviewed by complaint manger within 3-5 working days.

## **Complaint Manager:**

Ms Iva Valcheva is the complaint manager and will oversee the complaints procedure and ensuring that complaints are dealt with promptly and effectively. The complaint manager will acknowledge it in writing withing 3 working days and will aim to provide a full response in writing as soon as possible.

## **Listening:**

When a patient raises a complaint in person, in writing or by telephone, our team member will listen to them, offer immediate referral to the Complaint manager. If the Complaint Manager is not available, full details will be recorded, the patient should be told when they can talk to the treating dentist and arrangements should be made for this to happen. If this cannot be arranged within a suitable timeframe, or if the patient does not wish to wait to discuss the matter, arrangements should be made for someone else to deal with the complaint. Clinical complaints should be referred to the dentist unless the patient does not want this to happen.

## **Investigation and response:**

- The complaint manager will investigate the complaint by gathering relevant information and records. She will also be interviewing staff involved in the complaint, if necessary.
- The written response to the complaint will be provided to the complainant as soon as possible. The response will include an explanation of the findings and any actions taken to resolve the complaint.
- If the complaint investigation takes longer than anticipated the complaint manager will keep you informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed.

## **Documentation:**

All complaints, responses and related documentation will be kept safe in our record for at least three years.

## **Training:**

All staff members will be received training on the complaint procedure during their induction and periodic training sessions to ensure they understand their role in handling complaints effectively.

## **Escalation:**

If patients are not satisfied with the result of our procedure, then we inform them to escalate the complaint to: NHS Primary Trust Care: 0300 377 22333.

We are committed to addressing complaints promptly and effectively to improve our services continuously. We regularly analyse complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions, and complaints.