



24 Sandringham Road, Doncaster, DN2 5HU, 01302 265 837, contact@townmoordentalcare.com

Complaints Policy

Town Moor Dental Care takes complaints very seriously indeed and try to ensure that all patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

1. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make, and we respond to patients' concerns in a caring and sensitive way. All complaints will be documented and used to improve the service we provide.
2. The person responsible for dealing with any formal complaint about the service we provide is **Mrs. Anna Olejnik – La Fond (07480 865010)**
3. If a patient complains on the telephone or at the reception desk, listen to the complaint sympathetically.
4. If your initial attempt at solving the problem is unsuccessful, please tell the patient that you will pass on written details of the problem to Dr Colin La Fond. Ask the patient when it would be convenient for Dr Colin La Fond to call them to try and resolve their problem.
5. If the patient complains in writing the letter will be passed on immediately to the practice manager **Dr Colin La Fond (01302 265 837)**
6. If a complaint is about any aspect of clinical care or associated charges, will discuss this with the treating dentist unless the patient has specifically asked for this not to happen. If the problem is a clinical one the dentist should consider seeking advice from their Defence Organisation before dealing with it promptly and personally. More serious matters should always be referred for professional advice.
7. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within **two** working days. We will seek to investigate the complaint within ten working days of the complaint being received to give an explanation of the circumstances leading to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him or her on the telephone. If we are unable to investigate the complaint within ten working days, we will notify the patient, giving reasons for the delay and a likely period within which

the investigation will be completed.

8. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
9. Proper and comprehensive reports are kept of any complaint received.

Further referrals can be made to:

General Dental Council (<https://www.gdc-uk.org/>)

Offices located in London and Birmingham.

37 Wimpole Street, London, W1G 8DQ

1 Colmore Square, Birmingham, B4 6AJ

Dental Complaints Service (<https://dcs.gdc-uk.org/>)

Telephone: 08456 120 540