

## Patient Complaints Procedure

At Loy Dental Care we take 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.

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.

1. The person responsible for dealing with any complaint about the service we provide is: Mr Paul Warwick
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to Mr Paul Warwick immediately.

If Mr Paul Warwick is not available at the time, then the patient will be told when he or she will be able to talk to the dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for Mrs Denise Gallagher (Practice manager) to address the issue.

3. If the patient complains in writing the letter will be passed on immediately to:  
Mr Paul Warwick
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
5. 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 which led 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 the patient would like to communicate via an intermediary then this can be facilitated. 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.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive reports are kept of any complaint received.
8. A copy of our complaints process is available at reception

If your complaint is regarding NHS dental treatment and you are not happy with the practice response to your complaint, the HSCB is a body that may be utilised with the investigation of your complaint at a local level.

Health and Social Care Board  
Complaints Office  
12-22 Linenhall Street  
HSC Board Headquarters  
Belfast  
BT2 8BS

Telephone: 028 9536 3893

Email: [complaints.hscb@hscni.net](mailto:complaints.hscb@hscni.net)

Website: Health and Social Care Board

If you remain unhappy you can refer your complaint to the Northern Ireland Public Services Ombudsman.

The Ombudsman  
33 Wellington Place Belfast BT1 6HN  
Tel: 0800 343 424

NIPSO will look at your complaint and decide whether they should investigate it.

Complaints about private dental treatment, if not satisfied with the in-house process, should be referred to;

Dental Complaint Service  
The General Dental Council  
37 Wimpole Street, London  
W1M 8DQ  
Tel: 020 8253 0800 (Monday-Friday 9am–5pm)

The General Dental Council can be contacted about NHS and Private treatment

The General Dental Council  
37 Wimpole Street, London  
W1M 8DQ  
Tel: 0845 222 4141

The RQIA can be used as an oversight body only and do not investigate complaints

RQIA  
9<sup>th</sup> Floor  
Riverside Tower  
5 Lanyon Place  
Belfast  
BT1 3BT  
Tel: 028 9051 7500