



## Complaints Policy

At **St Pauls** 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 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 **Helen Melling**
2. If a patient complains on the telephone or at the reception desk, we will listen to his/her complaint and attempt to resolve it ourselves if Helen Melling is not available immediately. If unresolved, the patient will be told arrangements will be made within 48 hours of the complaint to speak to the dentist and brief details of the complaint will be taken. If an arrangement cannot be met within 48 hours of complaint, the patient will then be asked to put their complaint in writing.
3. If the patient complains in writing the letter will be passed on immediately to: **Helen Melling** or if specifically mentioned any other treating dentist/therapist.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to by the dentist, unless the patient does not want this to happen.
5. Dr Dominic McLaughlin/ Dr Damien McLaughlin or treating dentist/therapist will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible and in any event within 5 working days. We will seek to meet the patient within 15 working days of the complaint being received to explain the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to him/her on the telephone. We will confirm the decision about the complaint in writing to the patient within the same 15day period.
6. Proper comprehensive records are kept of any complaint received.

*If a patient is not satisfied with our response, then complaints can be made to the following organisations:*

**The Care Quality Commission**  
Finsbury Tower,  
103-105 Bunhill Row, London EC1Y 8TG  
T- 03000616161

E- [enquiries@cqc.org](mailto:enquiries@cqc.org)

W- [www.cqc.org.uk](http://www.cqc.org.uk)

**NHS England:**

E - [england.contactus@nhs.net](mailto:england.contactus@nhs.net) with "For the attention of the complaints team" in the subject line

T - 0300 311 22 33

**The General Dental Council**  
37 Wimpole Street, London W1M 8DQ  
T- 0845 222 4141