

Orchard Family Dental

Code of practice for handling patient complaints

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we 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 Janice Channing (Practice Manager) our Complaints' Manager:

- By telephone on 02877722464
- By email at orchardfamilydental62@gmail.com
- By letter to Janice Channing (Complaints Manager) Orchard Family Dental, 62 Catherine Street, Limavady BT49 9BD
- In person.

The Complaints' Manager usually works at the practice on Monday to Thursday from 9am to 5.30pm and will endeavour to be available during these times. You may find it more convenient to make an appointment with Complaints' Manager to ensure that she can dedicate sufficient time to meet with you.

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

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

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 10 working days; if the issue is complex, within 20 working days 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.

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 the complainant is not satisfied with the result, we will endeavour to discuss the complaint further and try and resolve the issue.

If your complaint was about your dental treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation.

You can be supported throughout the whole complaints process by the Patient and Client Council (PCC) and the Northern Ireland Ombudsman.

Patient and Client Council, 5th Floor, 14-18 Great Victoria Street, Belfast BT2 7BA

Tel: 0800 917 0222

Email: info@pcc-ni.net

Northern Ireland Ombudsman, NIPSO, Progressive House, 33-37 Wellington Place, Belfast BT1 6HN

Tel: 02890 233821

Website: www.nipso.org.uk

Complaints Pathway for NHS Patients:

Strategic Planning and Performance Group (SPPG), Department of Health, 12-22 Linenhall Street, Belfast BT2 8BS

Tel: 02895363893

Email: complaints@sppg@hscni.net

Complaints Pathways about private treatment:

Dental Complaints Service, 37 Wimpole Street, London W1G 8DQ

Tel: 020 8253 0800 or 0845 222 4141

Email: contactus.gdc-uk.org

The Regulation and Quality Improvement Authority (RQIA), James House, 2-4 Cromac Avenue, Gasworks, Belfast BT7 2JA

Tel: 028 9536 1990

Email: info@rqia.org.uk

RQIA is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements in the quality of those services. RQIA does not investigate complaints, however, through their regulatory activities they have an important role in ensuring all regulated services have an effective complaints procedure, take complaints seriously and investigate complaints thoroughly, in line with DoH complaints guidelines.

Date: 2/3/25

Review date: