

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 Stacey Beever our Complaints' Manager:

- By telephone on 01484 530539
- By email at stacey@asr.dental
- By letter to
25 Queensgate
Croydon House
Huddersfield
HD1 2RD
- In person.

The Complaints' Manager usually works at the practice on Monday – Thursday 8.15am-5.00pm or Friday 8.30am – 4.00pm 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.

If your complaint is about your dental treatment or the fee charged, we will usually ask the dentist concerned to contact you, unless you do not want this.

We acknowledge all complaints in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days.