

Citygate Specialist Dental Clinic Complaints Policy

At Citygate Specialist Dental Clinic we take complaints seriously and we aim to ensure that all our patients are pleased with their experience of our service. When a patient complains, he/she is dealt with courteously and promptly so that the matter is resolved as quickly as possible. This policy is based on these objectives.

- In responding to a complaint we aim to treat you the way we would like to be treated if we were in your position.
- We aim to respond to your complaint effectively and ensure that we take the opportunity to learn and improve our service.
- The person responsible for dealing with any complaint about the service which we provide is the Clinical Manager, Mrs. Elaine O'Shea.

Verbal Complaint

If a patient would like to make a verbal complaint, we will refer him/her to the Clinical Manager without delay. If the Clinical Manager is not available at the time, arrangements will be made for him/her to meet with the Clinical Manager as soon as possible. In the absence of the Clinical Manager, a member of the team will take details of the complaint and ensure they are communicated to the Clinical Manager as a matter of urgency.

If the patient would like to make a complaint immediately and the Clinical Manager is unavailable, arrangements will be made for him/her to speak with the relevant dentist as soon as they are available.

Written Complaint

If a patient makes a complaint in writing, the letter or email will be passed to the Clinical Manager without delay, where it will be dealt with appropriately.

The Complaints Procedure

Proper and comprehensive records are kept of any complaint received within the clinic.

If a complaint is made about any aspect of clinical care, it will normally be referred to the relevant dentist.

Citygate Specialist Dental Clinic will acknowledge the patient's complaint in writing and enclose a copy of this complaints policy as soon as possible, normally within five working days.

Citygate Specialist Dental Clinic will seek to investigate the complaint and respond within a reasonable time period. The patient will be contacted and made aware of the expected length of time this will take.

On completion of an investigation into the complaint, Citygate Specialist Dental Clinic will provide a response in writing, which will be communicate with the patient.

If patients remain dissatisfied with the outcome of the investigations then they are encouraged to contact the Dental Complaints Resolution Service whose facilitator will attempt to resolve any outstanding issues.

