



## **BELMONT ORTHODONTIC CENTRE**

**5a Belmont, Shrewsbury, Shropshire, SY1 1TE**

### **Code of Practice for Handling Patient Complaints**

Here at Belmont Orthodontic Centre 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.

Belmont Orthodontic Centre aims to deal with complaints courteously and promptly and we 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 **Dr Philip Barton or Mrs Helen Walton**, our Complaints' Team:

- By telephone on **(01743) 365302**
- By email at **receptionboc@talktalkbusiness.net**
- By letter to **Dr Philip Barton or Mrs Helen Walton**
- In person.

The Complaints' Team all work part-time but cover Monday to Friday at the practice, and will endeavour to be available during these times. You may find it more convenient to make an appointment with a member of the Complaints' Team to ensure that we can dedicate sufficient time to meet with you.

If you contact the Practice to make a complaint and a member of the Complaints' Team 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' Team can gather any useful information before contacting you. You will be given a copy of the notes made for the Complaints' Team.

If the matter requires a more immediate response, we will arrange for a member of the Complaints' Team to be contacted and to deal with the matter urgently.

If your complaint is about your orthodontic treatment or any fees incurred, we will usually ask the Orthodontist/Orthodontic Therapist concerned to contact you, unless you do not want this.

Belmont Orthodontic Centre will acknowledge all complaints in writing and send you a copy of this code of practice as soon as possible, normally within 3 working days.

### **Investigating a complaint**

Belmont Orthodontic Centre 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.

Belmont Orthodontic Centre will aim to investigate your complaint within 10 working days and, as far as reasonably practicable, will let you know how our investigation is progressing. If we are unable to investigate the complaint within 10 working days, we will notify the Patient or Patient's Parent/Guardian, giving reasons for the delay and a likely timescale in which the investigation will be completed.

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**

Belmont Orthodontic Centre will 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 your complaint was about your orthodontic treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation.

**For complaints about NHS treatment:**

**ENGLAND:**

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk)).

**WALES:**

**Powys Local Health Board, Surgery Park St, Newtown SY16 1EG (Telephone: 01686 617388)**

**or**

**Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ (0300 790 0203 or [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk))**

**For complaints about private treatment:**

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA (020 8253 0800).

***Date:***                      ***July 2018***

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