**Edge Dental Studio**

**Complaints Policy**

EdgeDental Studio works hard to ensure that you receive an excellent service so we take complaints very seriously if they occur. If a patient has cause to 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 in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers’ concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is Karen Hukin Practice Manager.
2. If a patient complains on the telephone or in person at the practice, we will listen to their complaint and offer to refer him or her to Karen Hukin, Practice Manager immediately.

If Karen Hukin is not available at the time, then the patient will be told when they will be able to talk to her and arrangements will be made for this to happen. The member of staff, to whom the complaint was first directed, will take brief details of the complaint and pass them on.

If we cannot arrange to see the patient within five days or if the patient does not wish to wait to discuss the matter, arrangements will be made for the patient to see Ritesh Aggarwal (Practice principal)

1. If the patient complains in writing the letter will be passed on immediately to Karen Hukin
2. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen. If this is the case the matter will be referred to Ritesh Aggarwal Practice Principal.
3. We will acknowledge the patient’s complaint in writing and enclose a copy of this Complaints Policy as soon as possible, normally within three working days.

We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

1. We will confirm the decision about the complaint in writing immediately after completing our investigation.
2. Proper and comprehensive records are kept of any complaint received.
3. If patients are not satisfied with the result of our procedure then a complaint may be made to:
   * Fitness to Practice General Dental Council 2nd Floor 44 Baker Street London W1U 7BE (Tel: 0845 222 4141) e:mail [FitnessToPractise@gdc-uk.org](mailto:FitnessToPractise@gdc-uk.org)
   * The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA Telephone (08456 120 540) for complaints about private treatment

**Edited by: Karen Hukin - PM & Claire Tunnard APM**

**Date: 8th November 2019**

**Review Date: 7th November 2020**