



Feedback, Concerns, Comments and Complaints Policy

Information for Patients

At Eilertsen Dental Care our aim is to give the best possible care and treatment to our patients. We welcome feedback and comments about our services and aim to deal with any concerns or complaints promptly, courteously, and efficiently. We take steps to make patients aware of how they can give feedback or make a complaint. We consider all feedback, comments, concerns, and complaints as a positive way of looking at what we do and making changes to improve our service to patients. All views, even those that are anonymous, will be taken seriously and our procedures are in line with those set out by the GDC.

Responsibilities

The practice feedback and complaints officer is Lynne Hudson (Practice Manager) and Lisa Nicholas (Operations Manager) They are responsible for the management and handling of feedback, comments, concerns and complaints and for seeing complaints through to resolution.

Feedback, Comments and Concerns

We want you to let us know if something is important to you, such as:

What you think about the care and treatment you have received
What we have done well
Whether you have any concerns e.g. About your appointment times or the facilities at the practice
If you have any suggestions to help us improve things
If you don't understand something and need more information about our services

You can tell us by:

Talking to any member of staff
Giving feedback online on the Practice website
Email the Practice

We will use the information you give us to improve the services we provide.



How to make a complaint

You can complain in person, by phone or in writing. Please note that if you email other people may be able to see your personal information.

If you can, first talk to a member of staff involved in your care. We will try to sort out the complaint at the time.

If you are unable to talk to the member of staff involved with your care, ask to speak to the Practice Manager who is our complaints officer.

If you do not want to complain to anyone in the Practice, you can contact the Dental Complaints Service.

What we will do

- We will try to resolve the complaint at the time.
- If we cannot do this, we will write to you within 3 working days. In the letter we will:
 1. tell you what action we will take to investigate your complaint.
 2. offer you the chance to talk to a member of staff and arrange a meeting.
 3. let you know when we will respond fully (normally within 20 working days)

We will keep information about your complaint confidential. We may have to talk to other staff or show them your dental record. If you do not want us to share information from your dental record, please tell us when you make your complaint, but bear in mind this may make it more difficult to investigate your complaint. We will keep a record of your details and your complaint and use it to help improve our services, and for statistical purposes.

Our response

We will investigate your complaint and write to you with a full response within 20 working days of receiving your complaint. If we are unable to keep this timescale, we will let you know and tell you why.

Our response will let you know the result of the investigation.

We will:

1. show that we have investigated your complaint and reply to all the points you make.
2. offer an apology if the things have gone wrong.
3. explain what we will do to stop what you have complained about happening again.
4. if necessary, explain why we cannot do anything more about some parts of your complaint.
5. offer you the chance to talk to a member of staff if there is anything in the letter you do not understand.
6. include information about Healthcare Improvement Scotland whom you can complain to at any time.



When making your complaint, please give:

- your full name and address (and the patient's name if acting on behalf of someone else)
- as much helpful information as possible about what happened, where it happened and when, and what you would like to have done about it
- your preferred method of communication; and
- consent from the patient if you are making the complaint on behalf of the patient.

Complaints can be made to:
Programme Manager
Independent Healthcare Services Team
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB
Tel: 0131 623 4342 (10am-2pm, Monday to Friday)
Email: his.ihcregulation@nhs.scot

The Dental Complaints Service
General Dental Council
37 Wimpole Street
London
W1G 8DQ
Tel : 0208 253 0800

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