

COMPLAINTS POLICY

At **Belgrave Dental** we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. Our aim is to resolve any concerns courteously and promptly so that the matter is resolved as quickly as possible and, wherever possible, to the satisfaction of the patient.

We are constantly looking to improve our services and will take every opportunity to do so. We adopt a “no blame” approach when investigating a complaint and especially where individuals are identified, with the aim to reach a satisfactory conclusion. We will respond to customers’ concerns in a caring and sensitive way.

This procedure is based on these objectives.

PRACTICE COMPLAINTS PROCEDURE

1. All complaints are dealt by our Practice Manager.
2. If a patient makes a complaint in person or on the telephone, the member of staff that receives the complaint will make an initial record of the concerns and check this for accuracy with the patient. This record is then passed onto our Practice Manager. If the Manager is available, then the patient is asked if he or she would like to speak to them. If they are not available at the time of complaint, the patient will be advised when the Manager will make contact to arrange a meeting in person or on the telephone.
3. If the patient complaint is made in writing, the letter or email will be passed on immediately to the Manager.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist as well as the Manager, unless the patient does not want this to happen.
5. We will acknowledge the patient’s complaint in writing normally within **3** working days.
6. We will seek to investigate the complaint within **10 working days** of receipt to give an explanation of the circumstances that led to the complaint. We will also send a copy of this code of practice to the patient. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone or communicate via email or letters. If we are unable to investigate the complaint within 10 working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed. The patient will be informed of the progress of our investigation and will be advised of the process that we will be following to resolve the complaint and the anticipated timescale.
7. We aim to create an amicable and satisfactory resolution. We achieve this by way of a meeting at the practice so that we can discuss your concerns further and also provide you adequate explanations and options to resolve your complaint. We would then proceed to provide you with a full response based on the discussion we have.
8. On completion of our investigation, we will provide the patient with a full written report, which will include:
 - an explanation of how the complaint has been considered
 - the conclusions reached in respect of each specific part of the complaint
 - details of any necessary remedial action
 - details of possible options that will lead to a conclusion
9. Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve our services as a consequence of a complaint.
10. If a patient is not satisfied with the result of our procedure then a complaint may be referred to:

- The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER (Telephone: 08456 120 540) for complaints about private treatment.
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), the dentists' regulatory body for complaints about professional misconduct,
- Parliamentary and Health Service Ombudsman, Milbank Tower, Milbank London SW1P 4QP, telephone: 0345 015 4033 or [visit website](#) for complaints about NHS treatment
- **Care Quality Commission**
City gate
Gallo gate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
enquiries@cqc.org.uk

PRIVACY POLICY

This privacy policy sets out how **Belgrave Dental** uses and protects any information that you give us when you use this website.

Belgrave Dental is committed to ensuring that your privacy is protected, Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Belgrave Dental may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st January 2016

What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information that we think you may find interesting using the email address that you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@belgravedental.com

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to **Belgrave Dental Practice, 42a Buckingham Palace Road, Belgravia, London SW1W 0RE**. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.