

Complaints Policy

At **Honeycomb Dental Clinic** we are committed to deliver High Quality Dental Care and Excellent Customer Service. The whole patient's journey is at the heart of our care.

Should a patient feel that this has not been their experience, we would like to hear so we can learn from it and apply improvement to our services, when appropriate.

At our Clinic we believe that our friendly team members are easily approachable and we will strive to help the patient with any concerns. In the first instance, we would encourage our patients to remain calm and let us know about the nature of their concern/complaint.

Procedure

The Clinic treats all complaints seriously. Should you wish to make a complaint either Clinical or Administrative please outline the nature of your complaint formally in writing by letter or e-mail. Alternatively patients may wish to make a verbal complaint which will be dealt with in the same manner outlined below.

Our appointed complaints person is Tina McVeigh, Practice Manager (PM)

Please address your complaint in the first instance to:

Mss. Tina McVeigh. (Practice Manager).
Honeycomb Dental Clinic
4 Sandford Road
Winscombe
Somerset.
BS25 1HD.

Telephone: 01934 842573

or alternatively e-mail it to: honeycombdentalpm@aol.co.uk

If for any reason you are unhappy with the choice of the appointed complaints handler an alternative member of the dental team may take on the role of complaints manager in this instance.

Upon receipt of the complaint we will aim to acknowledge it within 48 hours by letter or e-mail.

Please note should the PM be away a delay may possibly occur; and in the event of a delay the patient will be alerted and updated to the best of the Clinic's ability.

Upon assessing the complaint, the patient will be contacted directly by the Manager and invited to discuss the complaint via either: a telephone call; an invite to a meeting at the Clinic; or a full written response.

Records of any discussions or meetings will be made available at the patient's request.

Should further investigation be needed following initial contact with the patient, the patient will be kept informed of the progress throughout the investigation.

Should the Clinic need to make contact with any third parties, written consent will be obtained from the patient.

If the complaint is of clinical nature, it will be passed directly onto the relevant Clinician who will compile a comprehensive response with a proposed resolution.

All Clinical and Administrative complaints will be fully responded to in writing within 25 working days of receipt of the complaint. In exceptional circumstances, clinical responses may have to be extended due to the complex nature of the complaint. Should this be the case the patient will be fully informed in writing and a further date set for a full response.

Alternatively, the patient may be invited along to the Clinic to discuss the nature of the complaint in person. Notes taken at the meeting will be verified as a true record by all involved in the meeting. If the patient is unwilling to attend a meeting, this Clinic will endeavor for discussions to be held via telephone.

The patient will receive a copy in writing of the meeting or telephone conversation which will conclude with a decision made about the complaint.

If a meeting is conducted at the Clinic the patient has the right to bring a representative with them and shall be informed of all attendees.

Refund

Should a financial refund be agreed upon as a satisfactory resolution of a complaint, a **Full and Final Settlement Document** will be required to be signed by both parties involved, prior to the refund being made.

Refunds will be made via electronic **BACS Transfers** only directly into the patients account.
A patient refund by CHEQUE will be considered in exceptional circumstances only.

Other Services

We offer translation, sign language and Braille services at the Clinic should this be a service required by the patient. These additional services should enable the patient to understand the proceedings at any point during the complaint's lifespan should they be needed. Please note, all extra assistance services need to be booked and agreed in advance as this is an external out sourced service.

Final Outcome

Honeycomb Dental Clinic will endeavor to resolve the complaint within our best professional capacity and on a friendly manner.

If a patient is not satisfied with the outcome of the complaint or procedure (and once the Clinic's procedure has been thoroughly exhausted without an amicable resolution) a patient will be able to contact the external service departments listed below:

- **Patient Advice and Liaison Service (PALS) at the local area team for NHS England.**
- **The Dental Complaints Service for complaints about private treatment.**
- **The General Dental Council.**

Other comments

Similarly, we also believe that we can learn from positive feedback and suggestions.

If you feel that we have provided a good service, your expectations have been met, a particular member of our team has impressed you with their work or any other idea, our team would welcome your feedback.

HDC strives to provide an open learning culture for our team to assist with individuals continuing personal and professional development; therefore aiding a continuous improvement on our services and experience.

The Management @ Honeycomb Dental Clinic