Caring I Professional I Honest

Complaint Procedure – Patient Copy

If you are not happy with your treatment journey, or you were expecting better service, you may have grounds to make a complaint.

You may be receiving this document as you have raised a concern or made complaint in writing, electronically, or verbally to me or any member of staff. In this case the complaint details have been documented and passed to me as the complaint officer. I have now logged in your complaint and would like to follow up this with you.

What is a complaint, and where to start?

There are three broad types of complaint you can make:

1. **Complaint about quality of the practice, procedure or service**

This covers all aspects, which are related to the practice in general, such as the safety, pricing, chairs, the waiting time at reception, the cleanliness, ventilation, toilets, accessibility, instruments, noise and the general environment.

If you feel that your experience could have been compromised by the quality of the practice, procedure or service, you can put this in writing to me, as the complaint officer, highlighting the factors that brought you to make a complaint. An appointment can be arranged for you to visit the practice and discuss all aspects of your complaint with the complaint officer.

2. **Complaint about a staff member behaviour (dentist, nurse, therapist, receptionist, manager, clinical coordinator)**

This covers all aspects that are related to a particular staff member. If you feel that the staff member was for example not cooperative enough, not courteous enough, not attending enough or acting on a way that you find unprofessional, you can put this in writing to me or arrange an appointment to visit me in the practice. I will then write down your complaint and share this with you to see if it captures all aspects of your complaint and highlighting the factors that brought you to make a complaint about this particular person.

3. **Quality of treatment**

This covers all aspects of your dental treatment. If you feel your dental treatment

This covers your treatment experience with the dentist.

If for any reason you believe for example that you have been inadequately informed, misinformed, your treatment was incomplete, your received improper treatment or the treatment caused you complications that you were not expecting you or not being warned about, then you can put this in writing to me , or arrange an appointment to visit me in the practice. I will then write down your complaint and share this with you to see if it captures all aspects of your complaint and highlighting your issue(s) of concern.

Who can make a complaint?

- A patient.
- A patient's parents, who may have noticed that their child patient has ground for complaint as described above.
- A family member of a patient, who may have noticed that their relative patient has ground for complaint as described above.
- A member of the public, who may have noticed that a patient has ground for complaint as described above.
- A staff member, who may have noticed that a patient has ground for complaint as described above
- A person acting on behalf of a person falling within the above, e.g. solicitor, parent of child.

Please note, if another person is representing the patient, e.g. a solicitor, an elected representative, community group or some other organisation, which is absolutely fine, however this will not deny the patient their right to make a complaint themselves.

Please note, clear authorisation for a representing person, group or organisation to act on behalf the patient must be given by the patient. We will not respond to a representative unless such authorisation is in place; however we may contact the patient if possible to verify this with them in both cases.

Organisation that can represent the patient

Such organisations include:

- Citizens Advice Scotland (https://www.cas.org.uk)
- Scottish Refugee Council (https://www.scottishrefugeecouncil.org.uk)

Organisation that the patient can complaint to outside the practice

If the patient has any concern that their complaint will not be handled, not being handled properly or simply wants to complaint elsewhere, they can complain to following regulatory bodies:

- The Scottish Public Services Ombudsman (SPSO) (https://www.spso.org.uk/contact-us)

Complaints can be made to SPSO, particularly in relation to NHS treatment.

- The General Dental Council (GDC)

(https://contactus.gdc-uk.org/Complaint/Process/1)

Complaints can be made to GDC, particularly in relation to quality of treatment.

- **Related Documents**

NHS CHOICES COMPLAINTS POLICY https://www.nhs.uk/about-the-nhs-website/aboutnhschoices/aboutus/documents/120117-nhs-choices-complaints-policy-v2-d01.pdf

The link provides with document on the choices complaints policy. There is valuable information in this document.

We have provided you down the page with a feedback schedule, for you to ensure that we are following a good complaint procedure.

Basically, if you tick all actions (yes) as they being done, then we are likely trying our best to follow a good procedure. If some actions were not complete, we would be grateful, if you would kindly bring this to our attention immediately.

PDF files on this page require a PDF reader, such as the free Adobe Acrobat Reader (download).

If you would like this information in an alternative format or language - please phone us on 101 to discuss your needs.

How did we handle the complaint?

Action (please complete/tick where indicated)	**Yes**	**No**
Was the complaint (where appropriate) acknowledged in writing within three working days?		
Did the acknowledgement letter:		
provide contact details for the complaints officer?		
provide details of the advice and support available to the complainant including the PASS?		
include information on the role and contact details for the SPSO?		
include a statement confirming that the complaint would normally be investigated within 20 working days or as soon as reasonably practicable (and where it is not possible to send a report within 20 working days, the complainant would be provided with an explanation as to why there is a delay and, where possible, provided with a revised timetable)?		
Was the final response to the complaint issued within 20 working days of the complaint being received?		
If not, was the complainant provided with an explanation for the delay and a revised timetable for sending the response?		
Was the complainant kept updated regarding any delays in sending the final decision?		
Has your organisation complied with all the requirements of the Patient's Rights (Scotland) Act 2011 and the NHS Model CHP in terms of how the complaint was dealt with?		