



Patient Complaints Policy

At Fifteen Dental we want to ensure that all our patients are pleased with their experience of our service. We take complaints very seriously indeed. If a patient makes a complaint, we will deal with the matter courteously and promptly so that is it is resolved as quickly as possible. Our procedure is based on these objectives.

Fifteen Dental has an effective complaints system in place to ensure that identifying, receiving, recording, handling and response to any comments, observations or complaints occurs within a strict timetable which is clearly documented. The complaints system is clearly displayed and all patients and visitors are confident that they will be listened and responded to without fear of discrimination.

Any complainant can be assured that they will be treated in a manner respecting their human rights and diversity; in a sensitive manner and that the complaint can be made by a variety of methods either verbally, by sign language or in writing.

Where they lack confidence or require help they will be supported by helpful staff members. Their complaint will be fully documented and fairly dealt with and following investigation, lessons learned can lead to changes being made to avoid future complaints.

This Policy was reviewed and implemented August 2014

This policy and relevant procedures will be reviewed annually and are due for review August 2015 or prior to this date in accordance with new guidance or legislative changes