

## **Kingsport Dental Clinic**

### **Patient Information Leaflet**

#### **Practice Complaints Procedure**

If you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaint. Our complaint system adheres to national criteria

#### **How to Complain**

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible- ideally, within a matter of days or at most a few weeks- because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.
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Should you wish to make a complaint with regards to anyone within the practice we would ask that you firstly speak with Grace Murray our senior receptionist. She will listen to the nature of your complaint, explain our practice complaints procedure to you and will deal with it in the appropriate manner. She shall also be the main point of contact and will liaise with both yourself and staff members during the duration of the investigation of the complaint.

#### **What We Shall Do**

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved. In investigating your complaint, we shall aim to:-

- Find out what happened and what went wrong;
- Enable you to discuss the problem with those concerned, if you would like this; ensure you receive an apology, where this is appropriate;
- Identify what we can do to make sure the problem doesn't happen again.

### **Complaining on Behalf of Someone Else**

Please note that we strictly abide by the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

### **Complaining to the Health Board**

We hope that if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the health board, if you feel you cannot raise your complaint with us or you are dissatisfied with the results of our investigation. You should contact the Health Board Complaints Officer for further advice on:

#### **NHS Lothian Complaints Team**

**Waverley Gate  
2-4 Waterloo Place  
Edinburgh  
EH1 3EG**

**0131 536 3370**