

COMPLAINT POLICY

At Enanee Dental Practice, we take complaints seriously, so if a patient makes a complaint, we will deal with it promptly and courteously to resolve the matter as quickly as possible. We aim to respond to complaints brought to our attention in a way that we would learn from our mistakes in a caring and sensitive manner as we would like to be responded to.

This policy ensures that we follow the procedure to achieve the above objectives.

GUARANTEED SATISFACTION - OUR PROMISE TO YOU

We guarantee all of our patients that they will experience no pain during their procedures. As well as administering numbing gel before any injections, we ask all patients to raise their hand if they are experiencing any discomfort at any point. Then, we will stop whatever is being done and restart again. Where necessary, additional local anaesthetic will be provided. However, if with all endeavours, you are still experiencing discomfort the treatment could be suspended and re-arranged if necessary.

FEEDBACKS

We encourage our patients to give their feedbacks and where they are unhappy, to make a complaint if their expectations have not been met. This is valuable to us as this helps us in improving the services we provide.

No patient would be penalised for making a complaint and will have no bearing on the treatment provided

Should our patient say they were leaving the practice, we would enquire to know the reason and take the necessary steps to remedy the situation; even if the patient decides to still part ways. We would prefer to part ways on good terms.

Advice and advocacy support will be provided where such an assistance is considered appropriate or on request.

OVERALL RESPONSIBILITY

The person with the overall responsibility is Dr Ukata or the assigned responsible person. However, any member of the practice team preferred by the patient could be approached.

VERBAL (TELEPHONE or FACE-TO-FACE) COMPLAINTS

The practice team member taking a complaint will endeavour to attend and remedy the problem within their capability. If the solution is beyond the practice team member capability, the matter should be referred to the assigned responsible person for immediate action.

If the assigned responsible person is unavailable and the patient is unhappy to wait, then Dr Ukata or the appropriate assigned responsible person (deputy) should deal with the matter immediately.

WRITTEN (LETTER OR EMAIL) COMPLAINTS

Written complaints should be addressed to and will be passed to the Complaint Manager to deal with as received.

Clinical care complaints will usually be passed to the managing dentist except if the patient does not want this.

Enanee Dental Practice
505-507 Southchurch Road
Southend on Sea
SS1 2PH



All written complaints will be acknowledged in writing within 3 practice working days.¹ We will provide a full response with details of redress and details of actions taken where appropriate, as soon as reasonably possible.² The full response may be given through a meeting or by phone (if acceptable to the patient) then confirmed in writing.

DATA PROTECTION

If a patient makes a complaint or threatens to commence legal proceeding(s) against the practice, the patient's information and treatment provided may be provided to our dental defence organisation, insurers and legal advisers according to our Data Protection Policy.

PATIENT RECORDS

Proper and comprehensive records will be kept of any complaints received, the responses given and actions taken. These will be kept separate from the patient's clinical records/notes and inaccessible to clinicians or practice team members not involved with the matter. The complaint details will not be passed on to another dental practice.

WHERE THE OUTCOME IS NOT AS THE PATIENT EXPECTED

Where the outcome is not according to the patient's expectation, they may refer the matter to the

Dental Complaints Services
Stephenson House
2 Cherry Orchard Road
Croydon
CR0 6BA
Telephone: 0208 253 0800 (Monday to Friday, 9am-5pm)
Email: info@dentalcomplaints.org.uk
Website: www.dentalcomplaints.org.uk

The General Dental Council (The Dentist registration body)
37 Wimpole Street
London, W1M 8DQ

The Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

¹Practice holidays will be taken into consideration here

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