# Needham Market Dental and Implant Centre

**129, High Street Needham Market**
**IP6 8DH**

# Complaints handling policy

## Code of practice for patient complaints

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service which we provide is *Dr Deepak Kumar,* the practice Complaints Manager.needhammdp@gmail.com

1. If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to the Complaints Manager immediately. If the Complaints Manager is not available at the time, then the patient will be told when they will be able to talk to the Complaints Manager and arrangements will be made for this to happen. The member of staff will make a written record of your complaint and provide the patient with a copy as well as passing it on to the Complaints Manager. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.

2. If the patient complains in writing or by email it will be passed on immediately to the Complaints Manager.

3. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.

4. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within two working days. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.

5. We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 10 working days.

6. When we have completed our investigation, we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions

reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

7. Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint

8. If patients are not satisfied with the result of our procedure then a complaint may be referred to:

   - NHS England, PO Box 16738, Redditch, B97 9PT

   - Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP, telephone: 0345 015 4033 or www.ombudsman.org.uk for complaints about NHS treatment.

   - The General Dental Council, 37 Wimpole Street, London, W1G 8DQ the dentist's registration body. Tel: 020 7887 3800 or www.gdc-uk.org

9. . If you are dissatisfied with our response as your agreement is regulated by the Financial Conduct Authority, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of the final response or 8 week holding letter. Further information and contact details can be found on https://www.financial-ombudsman.org.uk

Signature: *Dr Deepak Kumar*
Principal

Date: 23rd September 2026
Review Date: 6th May 2027

Kirsty Pizzey
Practice Manager

# Annual NHS complaints report (England)

It is important that all practices keep records of complaints and are able to provide details to their primary care trust or health board. Practices in England, however, must compile an annual report:

## Annual NHS complaints report for the financial year ending 31 March [2023][1]

Name of Contractor:

Contract number:

Practice name:

Practice address:

Number of NHS complaints received during the year

Number of NHS complaints received during the year, which I decided were well-founded

Number of NHS complaints, which I have been informed have been referred to the Health Services Commissioner or Local Commissioner (as appropriate)

Summary of NHS complaints received[2]:

Signed by contractor/for and on behalf of contractor*

Print name: Date:

[1] A copy of this report is to be sent to your PCT as soon as reasonably practicable after the end of the financial year

[2] Include subject matter of NHS complaint(s), any matters of general importance arising out of the NHS complaint(s) or the way in which they were handled and any matters or action which has been or is to be taken to improve services as a consequence of the NHS complaint(s).

* delete as appropriate