

Complaints Procedure

Here at the Victoria Road Dental Clinic, we take complaints very seriously indeed and try to ensure that all patients of the practice are pleased with their experience of our service. This procedure is based on these objectives listed below. 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 patient's concerns in a caring and sensitive way. We strive to ensure that all of our patients are pleased with their experience of our service(s) and thus we take all complaints and feedback very seriously. As part of our responsibility, when patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Our complaints manager is Dr Nisha Patel or Dr Ujita Patel

All written complaints will be acknowledged through writing within **3 working days of receipt**. Written and verbal complaints will be investigated and Victoria Road Dental Clinic will provide a written response within a reasonable time possible. Should the investigation take longer to conduct, you will be informed of this delay and we will provide a likely deadline for the investigation to be completed. You can submit a complaint to Victoria Road Dental Clinic through phone, email, or by post:

Dr Nisha Patel – Complaints Manager or Dr Ujita Patel – Operations Manager

Victoria Road Dental Clinic

105 Victoria Road,

Ruislip,

Middlesex,

HA4 9BN

Tel: 01895636121

Email: info@thevrdc.com

You are also able to seek advice and/or refer to complaint to the following independent services.

For complaints about Private Treatment:

The Dental Complaints Service,

The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London, CR9 2ER

Telephone: 08456 120 540

Website: www.dentalcomplaints.org.uk

For complaints about Professional Misconduct:

The General Dental Council,

37 Wimpole Street, London, W1M 8DQ

Telephone: 0845 222 4141

Website: www.gdc-uk.org

For complaints about NHS Treatment:

Patient Advice and Liaison Service (PALS)

Every NHS trust has a Patient Advice and Liaison Service (PALS). It is not part of the NHS complaints procedure but they offer confidential advice and support, & provide information about the complaints procedure, listen to your concerns and help sort out your queries. You can find your nearest PALS office on the NHS choices website (www.NHS.uk). You can also ask your GP surgery, hospital or phone NHS 111 for details of your nearest PALS.

Parliamentary and Health Service Ombudsman

Milbank Tower

Milbank

London

SW1P 4QP

Tel: 0345 015 4033

Website: www.ombudsman.org.uk

Accurate, proper and comprehensive records are kept of any complaint received, and any communications made, such as details of communication, dates, times and names.

If patients are not satisfied following our complaint procedure then a complaint may be made to: NHS England has set up a new centralised Customer Contact Centre (CCC) which will handle/co-

ordinate all patient complaints, Freedom of Information requests and general queries relating to services commissioned by area teams on behalf of NHS England.

All patient queries that would have been directed to the PCT should now go through the CCC as follows-

Tel: 0300 311 22 33

Email: England.contact@nhs.net

Write to: NHS England, PO Box 16738, Redditch B97 9PT

Policy for preventing violence and aggression at work

This policy is designed to protect everyone who works at the practice from possible harm from violent or aggressive behaviour. It also helps to fulfil the practice's obligations to provide a safe place of work.

Our philosophy is that violence is unacceptable in any form and for whatever reason.

It is the responsibility of every member of the practice to take reasonable care of his or her health and safety and of that of other persons who might be affected by his or her acts and omissions at work.

This policy covers everyone who is engaged by the practice including self-employed contractors, temporary and casual workers.

The operation of this policy is the responsibility of ...Dr Chi Wong

We define violence and aggression as:

Actual or threatened physical assaults on staff

Psychological abuse of staff

Verbal abuse which includes shouting, swearing and gestures

Threats against practice personnel which occur in the workplace

The workplace is defined as the practice premises and all other premises where work is undertaken as part of the person's official duties. Travelling to and from the workplace other than practice premises is also included in this definition.

To comply with this policy we will:

- undertake a risk assessment
- ensure that the practice premises are secure
- install a panic button at the reception desk and check its function weekly
- provide regular training in dealing with difficult/aggressive patients
- provide training in dealing with assaults
- provide personnel who are required to stay on the premises after 9pm, where necessary, with the cost of a taxi home
- provide personnel who are required to do domiciliary visits with a personal alarm (this is no longer an active feature 2015)
- aim to operate an effective appointment system and make the reception area as relaxing as possible to minimise delays and tension
- operate a protocol for dealing with out of hours emergencies, including logging calls

All incidents (however trivial) must be reported at once to Dr Nisha Patel and a recording form completed. In the event of any actual or threatened violence, the police will be called. Injuries will be recorded in the accident book.

The practice will undertake to provide support, assistance and, if necessary, counselling, to members of the practice who are victims of violence and aggression in the course of their work. In appropriate cases, a discretionary period of sick leave on full pay will be granted.

This policy will be reviewed and updated regularly.