



## CODE OF PRACTICE FOR HANDLING PATIENT COMPLAINTS

Person responsible for review of this protocol is: Practice Manager

Date of last review: 01st July 2025

Date of next review: 01st July 2026

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we made and identify how we can improve to ensure that we meet your expectations in future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve the matter as quickly as possible.

### Making a complaint

If you wish to make a complaint or simply let us know how we could have done better, please contact Sandra Brito our Complaints' Manager:

- By telephone on 07440601083
- By email at [admin@monteirodentalclinic.co.uk](mailto:admin@monteirodentalclinic.co.uk)
- By letter to 30 Brixton Road, SW9 6BU London to attention of Practice Manager
- In person

The Complaints' Manager usually works from the office and will endeavour to be available during times requested by the patient. You may find it more convenient to make an appointment with Complaints' Manager to ensure that she can dedicate sufficient time to meet with you.

If you contact the practice to make a complaint and the Complaints' Manager is not available, we will arrange a convenient time for them to contact you. We will ask you for brief details of your complaint so that the Complaints' Manager can gather any useful information before contacting you. You will be given a copy of the notes made for the Complaints' Manager.

If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it. If your complaint is about your dental treatment or the fee charged, we will usually ask the dentist concerned to contact you, unless you do not want this.

We acknowledge all complaints in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days.

## Investigating a complaint

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will let you know how we will deal with your complaint and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.