

Patient Complaints Procedure

It is the Kclinic's aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, we investigate them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint and we will be happy to answer any questions you may have about this procedure.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly. We accept complaints made verbally as well as written complaints.

You can send your complaints to 7 Windsor Way, Knutsford, Cheshire, WA16 6JB, call us on 01565 653480 or email the Complaints Manager on info@kclinic.co.uk.

Steve Day is the Complaints Manager and will be your personal contact to assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, the Complaints Manager will acknowledge it in writing within 3 working days and will aim to provide a full response in writing.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when it is suitable for you and the practice. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible only by those who need to know about your complaint.

If the complaint investigation takes longer than anticipated the Complaints Manager will contact you at least every ten working day to keep you informed of the reason for any delays, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing. We will make our response clear, addressing each of your concerns as best as we can. You will also be invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take the matter further, please see the contacts below.

Contacts

For private dental treatment you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org contact them on information@gdc-org.uk or by calling 020 7167 6000.

- The [Care Quality Commission](http://www.cqc.gov.uk) (CQC) who regulates private and NHS dental care services in England by calling 03000 616161. They can take action against a service provider that is not meeting their standards.
- The Parliamentary Health Ombudsman (England): by calling 0345 015 4033 or visiting www.ombudsman.org.uk

What the principal should do when a concern is raised

The GDC Standard for the Dental Team 8.3 states:

"Registrants who employ, manage, or lead a team must make sure that there is an effective procedure in place for raising concerns, that the procedure is readily available to staff and that it is followed at all times. Staff are encouraged to raise concerns, that staff are supported when they have raised a concern and that shortfalls in standards and performance of staff members need to be tackled."

Follow steps described in the Whistleblowing Policy (M 233-WBP):

- Take the concern seriously
- Contact your professional indemnity organisation if appropriate
- Maintain necessary confidentiality
- Investigate promptly and make an unbiased assessment of the concern
- Keep the staff member who raised the concern advised of progress, explaining actions taken or reason for not taking action
- Monitor the actions you take to solve the problem

The matter should be referred to the GDC (or other professional regulatory body such as **CQC (England)**), when:

- Taking action at a local level is not practical
- Action at a local level has failed
- **Patients are being put at risk**
- The problem is so severe that the GDC clearly needs to be involved (for example, issues of indecency, violence, dishonesty, serious crime or illegal practice)
- There is a genuine fear of victimisation or deliberate concealment
- You believe a registrant may not be fit to practise because of his or her health, performance or conduct

Employment safeguards

A protected disclosure is one concerning:

- A criminal offence
- A breach of a legal obligation
- A miscarriage of justice
- Danger to health and safety of any individual
- Damage to the environment or
- Deliberate attempt to conceal the above

Where there is detrimental treatment of the individual, who raised the concern, from the principal or other team member, the employee can take a claim to an employment tribunal for compensation. If a worker is dismissed because they blew the whistle, the dismissal is deemed to be automatically unfair.

Public Concern at Work

Public Concern at Work (PCAW) is a whistleblowing charity. It is a leading authority within the United Kingdom in the field. It aims to protect society by encouraging workplace whistleblowing and providing free advice. [PCAW](#):

- Advises individuals with whistleblowing dilemmas at work
- Supports organisations with their whistleblowing arrangements
- Informs public policy and seeks legislative change

You can call PCAW on 020 7404 6609.

Further information

[‘Public Interest Disclosure Northern Ireland’ Dept. for Employment and Learning NI](#)

[Care Quality Commission Whistleblowing \(2013\)](#)

[Independent National \(Whistleblowing\) Officer Scotland](#)

[‘Putting Things Right’ NHS Wales](#)

[RQIA Guidance for Whistleblowers](#)

[The GDC Standards for the Dental Team](#)

Public Concern at Work www.PCAW.co.uk

Being Open Policy (M 233-BOP)

Safeguarding Children and Vulnerable Adults (M 290)

Whistleblowing Policy (M 233-WBP)