



## 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 customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is the studio manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the Dentist or Studio Manager depending on whether the complaint is of a clinical nature.
3. If the Studio Manager or Dentist is not available at the time, then the patient will be told when they will be able to talk to the dentist or Studio Manager and arrangements will be made for this to happen.
4. The member of staff will take brief details of the complaint and pass them on. 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.
5. If the patient complains in writing the letter or email will be passed on immediately to the Studio Manager or Dentist.
6. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist unless the patient does not want this to happen.
7. We will acknowledge the patient's complaint in writing normally within three working days.

020 7836 6866 • [reception@smilepod.co.uk](mailto:reception@smilepod.co.uk) • [smilepod.co.uk](http://smilepod.co.uk)

<b>BANK</b> 18-20 Cullum Street, EC3M 7JJ	<b>CANARY WHARF</b> Canada Place (Mall), E14 5HX	<b>CANARY WHARF</b> Jubilee Place (Mall), E14 5NY	<b>HOLBORN</b> 16 Proctor Street, WC1V 6NX	<b>MOORGATE</b> 24 Chiswell Street, EC1Y 4TY	<b>SOHO</b> 56 Poland Street, W1F 7NN
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All Smilepod dentists are GDC Registered.  
Smilepod Ltd, Company No: 6717701. Registered Office - SSH LLP, 7-10 Chandos St, W1G 9DQ.  
HSBC Sort Code: 40-05-16, Account No: 32072505.



8. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint and try our best to resolve any issues to the patient's satisfaction. If we are unable to investigate the complaint within ten working days, we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
9. We will confirm the decision about the complaint in writing immediately after completing our investigation.
10. Proper and comprehensive records are kept of any complaint received.
11. If patients are not satisfied with the outcome provided by Studio Manager or the treating Dentist, they can escalate their complaint to **Bethany Kingsley (Managing Director)** or for clinical issues **Dr Karen Orepuller (Clinical Director) – Smilepod Ltd, 18-20 Cullum St, London EC3M 7JJ.**
12. If patients are not satisfied with the result of our procedure, then a complaint may be made to:
  - Dental Complaints Service  
37 Wimpole Street  
London  
W1G 8DQ  
02082530800
  - The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (Telephone: 0845 222 4141), the dentists' regulatory body for complaints about professional misconduct
  - Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA  
Telephone: 03000 616161

(Reviewed and updated February 2022 )

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