

## Devon Square Orthodontics and Ocean Orthodontic Clinic

### Code of Practice for Handling Patient Complaints

Here at Devon Square Orthodontics and Ocean Orthodontic Clinic we endeavour to provide high standards of care, treatment and service to our patients. If something is not as you would hope or expect, 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.

If you wish to make a complaint or simply let us know how we could have done better, please contact Carly Coombes or Claire Holden, our Complaints' Manager's: who can be contacted by email: [carly.coombes@devonsquareorthodontics.com](mailto:carly.coombes@devonsquareorthodontics.com) [claire.holden@devonsquareorthodontics.com](mailto:claire.holden@devonsquareorthodontics.com) by telephone: 01626 33574 by letter: Devon Square Orthodontics 29 Devon square Newton Abbot, TQ12 2HH.

You may find it more convenient to make an appointment with Complaints' Manager to ensure that they 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.

We believe that a complaint is any expression of dissatisfaction by a patient (or their representative) about service or treatment, whether justified or not. Complaints can be spoken or written and can be about any part of the service we provide.

We believe that patients complain because their expectations of a good level of service have not been met. If a patient's expectation does not match ours, this can often be the result of a failure to communicate.

#### **Our promise to you, we will:**

- Listen to and clarify with you, the reason(s) why you are unhappy or dissatisfied
- Keep a confidential written record of your complaint
- Maintain your dignity and privacy

- Keep in touch, we will provide you with regular updates on the progression of your complaint
- Investigate what happened and why
- Work with you to resolve your concerns fully
- Review what happened and learn from it

#### **Our procedure:**

1. Complaints must be made within 12 months of the treatment.
2. When you make a complaint we will take an accurate record of your concerns - this will involve a discussion with you to ensure that we fully understand what has gone wrong.
3. We will send you a copy of this code of conduct and a timeframe for resolution
4. We will provide you with the contact details of the person who is managing your complaint
5. If the complaint is regarding the clinical treatment you have received, your complaint will be dealt with by the clinician(s) involved, who may, in turn, involve their advice team
6. We will fully investigate your complaint
7. We will work with you to determine how best the complaint can be resolved
8. We will aim to resolve your complaint within 28 working days and if there is any delay we will notify you
9. We will make improvements based upon the outcome of your complaint and what we have learned from it

#### **If you are not satisfied**

If your complaint was about your orthodontic treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation:

The Dental Complaints Service (DCS) are a team of trained advisors who aim to help private dental patients and professionals settle complaints about private dental care fairly and efficiently.

You can find out more information on [the DCS website](#) or use the [contact form](#) or write to:

Dental Complaints Service  
37 Wimpole Street  
London  
W1G 8DQ

Telephone: **020 8253 0800**



(Monday - Friday 9am - 5pm)

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