**Aesthetic Denture Clinic**

**1B Carradale Crescent, G68 9LE**

**Complaints Policy**

At **Aesthetic Denture Clinic**  we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service.  When patients complain, and they have full right to do so, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives,

All Patients have an equal right to rise a complaint at any time of the treatment to the healthcare regulator.

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 that we provide is
**Mr. Piotr Konecki** (Complaints Manager).
2. If a person complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the complaint’s manager immediately. If the complaints manager is not available at the time, the patient will be told when they will be able to talk to the practitioner and arrangements will be made for this to happen. The assistant/chaperon will take brief notes 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.
3. If the patient complains in writing, the letter will be passed on immediately to the complaint’s manager.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the treating clinician unless the patient does not want that to happen.
5. We will acknowledge the patient’s complaint in writing and enclose a copy of our complaints policy, normally within 3 working days.
6. We will seek to investigate the complaint within 10 working days of receipt to explain the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within 10 working days, we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
7. We will confirm the decision about the complaint in writing immediately after completing our investigation.
8. Proper and comprehensive records are kept of any complaint received.
9. If patients are not satisfied with the result of our procedure, then a complaint may be made to:

 The Dental Complaints service: Scottish Dental Practice Board for complaints about private

 Treatment; 0208 253 0800 (Monday to Friday ,9am to 5pm ).

* The General Dental Council, 37 Wimpole Street, London, W1M 8QD (Tel: 0845 222 4141) the dental professional’s regulatory body for complaints about professional misconduct.

**Patients also have a right to contact the healthcare regulator at any time, their details are:**

Healthcare Improvement Scotland, Independent Healthcare Team**,** 0131 623 340

his.ihcregulation@nhs.scot

 Implemented on;

Date;27/11/2023 Signed; Mr Piotr Konecki

Review Date; 27/11/24