

MINT DENTAL HYGIENE

Mint Dental Hygiene Complaints Policy

At Mint Dental Hygiene we are committed to deliver High Quality Dental Hygiene Care and Excellent Customer Service. The whole patient's journey is at the heart of our care.

Should a patient feel that this has not been their experience, we would like to hear so we can learn from it and apply improvement to our services, when appropriate.

At our Clinic we believe that our friendly team members are easily approachable and we will strive to help the patient with any concerns. In the first instance, we would encourage our patients to remain calm and let us know about the nature of their concern/complaint.

Procedure

The Clinic treats all complaints seriously. Should you wish to make a complaint either Clinical or Administrative please outline the nature of your complaint formally in writing by letter or e-mail. Alternatively patients may wish to make a verbal complaint which will be dealt with in the same manner outlined below.

Our appointed complaints person is Diane Washington, Clinical Director
Please address your complaint in the first instance to:

Mrs Diane Washington . (Clinical Director).
Mint Dental Hygiene Ltd
Unit 2 Carr House Business Centre
Carr House Lane, Bretherton, preston
Lancs PR26 9AR
Telephone: 01772 379310
or alternatively e-mail it to: info@mintdentalhygiene.co.uk

If for any reason you are unhappy with the choice of the appointed complaints handler an alternative member of the dental team may take on the role of complaints manager in this instance.
Upon receipt of the complaint we will aim to acknowledge it within 48 hours by letter or e-mail.
Please note should the Clinical Director be away, a delay may possibly occur; and in the event of a delay the patient will be alerted and updated to the best of the Clinic's ability.

Upon assessing the complaint, the patient will be contacted directly by the Manager and invited to discuss the complaint via either: a telephone call; an invite to a meeting at the Clinic; or a full written response.

Records of any discussions or meetings will be made available at the patient's request.

Should further investigation be needed following initial contact with the patient, the patient will be kept informed of the progress throughout the investigation.

Should the Clinic need to make contact with any third parties, written consent will be obtained from the patient.

If the complaint is of clinical nature, it will be passed directly onto the relevant Clinician who will compile a comprehensive response with a proposed resolution.

All Clinical and Administrative complaints will be fully responded to in writing within 25 working days of receipt of the complaint. In exceptional circumstances, clinical responses may have to be extended due to the complex nature of the complaint. Should this be the case the patient will be fully informed in writing and a further date set for a full response.

Alternatively, the patient may be invited along to the Clinic to discuss the nature of the complaint in person. Notes taken at the meeting will be verified as a true record by all involved in the meeting. If the patient is unwilling to attend a meeting, this Clinic will endeavour for discussions to be held via telephone.

The patient will receive a copy in writing of the meeting or telephone conversation which will conclude with a decision made about the complaint. If a meeting is conducted at the Clinic the patient has the right to bring a representative with them and shall be informed of all attendees.

Refund

Should a financial refund be agreed upon as a satisfactory resolution of a complaint, a Full and Final Settlement document will be required to be signed by both parties involved, prior to the refund being made.

Refunds will be made via electronic BACS Transfers only directly into the patients account. A patient refund by CHEQUE will be considered in exceptional circumstances only.

Other Services

We offer translation and sign language services at the Clinic should this be a service required by the patient. These additional services should enable the patient to understand the proceedings at any point during the complaint's lifespan should they be needed. Please note, all extra assistance services need to be booked and agreed in advance as this is an external out sourced service.

Final Outcome

Mint Dental Hygiene will endeavour to resolve the complaint within our best professional capacity and on a friendly manner.

If a patient is not satisfied with the outcome of the complaint or procedure (and once the Clinic's procedure has been thoroughly exhausted without an amicable resolution) a patient will be able to contact the external service departments listed below:

- The Dental Complaints Service for complaints about private treatment.
- The General Dental Council.
- CQC

Other comments

Similarly, we also believe that we can learn from positive feedback and suggestions.

If you feel that we have provided a good service, your expectations have been met, a particular member of our team has impressed you with their work or any other idea, our team would welcome your feedback.

Mint Dental Hygiene strives to provide an open learning culture for our team to assist with individuals continuing personal and professional development; therefore aiding a continuous improvement on our services and experience.

Deborah Proctor and Diane Washington
The Management @ Mint Dental Hygiene

Reviewed June 2020- next review June 2020

Contact addresses

DCS- dental complaints service
Dental Complaints Service
37 Wimpole Street
London
W1G 8DQ
Tel- 020 8253 0800

GDC- General Dental Council
37 Wimpole Street, London, W1G 8DQ
Tel 02071676000

CQC-
Email-enquiries@cqc.org.uk
Tel- 03000 616161

Issues that should be referred to the GDC

- Alleged physical or sexual assault of patients
- Serious performance, conduct or behavioural issues
- Criminal convictions, cautions and other relevant Court disposals
- Criminal charges for serious offences
- Allegations of dishonesty or deception
- Repeated pattern of performance, conduct or behavioural concerns which have not been successfully remedied
- Lack of insight into serious failings
- Non co-operation with remediation plans developed by NHS England or CQC
- Serious health issues that affect an individual's ability to practise
- Practising without current professional indemnity insurance in place
- Serious breach of scope of practice which has put patients at risk
- Serious breaches of patient confidentiality
- Removal from a Performers' List
- Restrictions have been placed on an individual by NHS England due to concerns about the individual and NHS England provides sufficient reasons for private patients needing the same protection
- Practising without appropriate CQC registration

Issues that should be referred to the CQC

- Management and leaderships concerns
- Practice wide cross infection concerns
- Concerns with practice environment

- Staffing issues (excluding those related to employment law e.g. pay and conditions of staff employed at a practice)
- Equipment and premises concerns
- Practice cleanliness concerns
- Concerns relating to appraisal of clinical governance systems