

# Katz & Madhok Orthodontics

## Complaints handling policy

### Code of practice for patient complaints

In this practice, we take complaints seriously to ensure that our service meets expectations. All complaints are dealt with courteously and promptly to resolve the matter as quickly as possible.

Our aim is to react to complaints and learn from every mistake that we make. We respond to any concerns in a caring and sensitive way.

#### Making a complaint

- By telephone on 0208 906 8660
  - By email at [pm@kmortho.co.uk](mailto:pm@kmortho.co.uk)
  - By letter to 165 Hale lane, Edgware, HA8 9QN
  - In person
1. The Complaints Manager responsible for dealing with any complaints about the service that we provide is our Practice Manager.
  2. If we receive a complaint by letter, email, telephone or in person, we will listen and offer to refer the individual to the Complaints Manager immediately. If the Complaints Manager is not available at the time, we arrange a convenient time for the Complaints Manager to contact the individual. The member of staff will take brief details of the issue and pass it to the Complaints Manager and provide the individual with a copy. If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.
  3. If a complaint is about any aspect of clinical care or associated charges, it will usually be referred to the orthodontist concerned, unless the individual does not want this to happen.
  4. We will acknowledge a complaint in writing and enclose a copy of this code of practice as soon as possible but no later than three working days. We will offer to discuss the complaint with the individual, and confirm how they would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will inform the individual about how the complaint will be handled and the likely time that the investigation will take to complete. If the individual does not wish to discuss the complaint further, we will still inform them of the expected timescale for completing the investigation.
  5. We will seek to investigate the complaint within 15 working days. If the issue is complex we will explain this to the individual and provide an update on progress at least every 10 working days.
  6. When we have completed our investigation, we will provide the individual with a full written report. This will include an explanation of how we considered the complaint, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action taken and whether further necessary actions will be taken.

7. Proper and comprehensive records will be kept of any complaints received and the action we take. These records will be reviewed regularly to ensure that we take every opportunity to improve our service
8. If the individual making the complaint is not satisfied with the result of our investigation, we will advise them to refer the complaint to:

For complaints about NHS treatment:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP (0345 015 4033 or [www.ombudsman.org.uk](http://www.ombudsman.org.uk)).

For complaints about private treatment:

Dental Complaints Service, 37 Wimpole Street, London, W1M 8DQ  
020 8253 0800 or online at <https://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients>).