

Dr Michael R. Norton's Code of Practice for Patient Complaints.

In this practice we take complaints very seriously indeed 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 a way in which we would want our complaint about a service to be handled. We learn from our mistakes and we respond to patients concerns in a caring and sensitive manner.

1. The person responsible for dealing with any complaint about the service which we provide is Dr Michael Norton.
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 Dr Norton. If Dr Norton is unavailable the patient will be informed of the earliest opportunity to speak with Dr Norton and arrangements will be made to make this happen. Linda Warren will take brief details of the complaint and pass the information on to Dr Norton.
3. If the patient complains in writing the letter will be passed on immediately to Dr Norton.
4. If the patient complains via the online feedback form, this will be passed to Dr Norton as soon as it is seen by Linda Warren. Please use the link below to access the online form.
<http://www.nortonimplants.com/dental-implant-feedback-form.htm>
5. We will acknowledge the patients complaint in writing and enclose a copy of this code of practice as soon as possible, (normally within 3 working days.)
6. We will seek to investigate the complaint within 10 working days of receipt to give an explanation of the circumstances that 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. The Lansdowne Building, 2 Lansdowne Road Croydon CR9 2ER (Telephone: 08456 120540)
 - The General Dental Council. 37 Wimpole Street London W1M 8DQ (Telephone 0845 2224141), the dentists' regulatory body for complaints about professional misconduct.