



Code of practice for handling patient complaints

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, 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.

Making a complaint

If you wish to make a complaint or simply let us know how we could have done better, please contact Fiona Perry

- By telephone on 07812055724
- By email at fiona.flyingsmiles@gmail.com
- By letter to Fiona Perry, FlyingSmiles, St Leonards, Dalginross, Comrie, Perthshire, PH62HB
- In person at the time of appointment or at FlyingSmiles, St Leonards, Dalginross, Comrie, Perthshire, PH6 2HB.

Throughout the complaint you may contact Fiona Perry's registration body; HealthCare Improvement Scotland on

- Call: 0131 623 4342
- Email: his.ihcregulation@nhs.scot
- **Gyle Square**
1 South Gyle Crescent
Edinburgh
EH12 9EB

Fiona Perry usually works at her desk on Mondays and with patients Tuesday to Thursday. and will endeavour to be available during these times. You may find it more convenient to make an appointment with Fiona to ensure that she can dedicate sufficient time to meet with you.

If you contact the practice to make a complaint and Fiona 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 Fiona can gather any useful information before contacting you. You will be given a copy of the notes made for Fiona.

We acknowledge all complaints in writing and enclose a copy of this code of practice as soon as possible, normally within SCOTLAND – 3 working days (unless the complaint can be resolved within 5 working days).

Investigating a complaint

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will let you know how we will deal with your complaint and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.

We will investigate your complaint within 5 working days or, if the issue is complex, within 20 working days, as far as reasonably practicable, will let you know how our investigation is progressing.

When we have completed our investigation, we will provide you with a full written report, unless you have told us that you do not wish for further communication. The report will explain how we considered the complaint, the conclusions we reached for each part of your complaint, details of any remedial action we have taken and whether further action is needed.

Records

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following investigation. We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our service.

If you are not satisfied

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

Complaints can be made to:

Programme Manager
Independent Healthcare Services Team
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB
Tel: 0131 623 4342 (10am-2pm, Monday to Friday)
Email: his.ihsregulation@nhs.scot

General Dental Council Complaints Service,
37 Wimpole Street,
London
W1G 8DQ
Tel 020 8253 0800
Email: <https://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients>).

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