

Queens Court Dental Practice takes complaints very seriously indeed and we try to ensure that all 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 the way in which we would want our complaint on a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is:  
Mrs Emma Louise Lennox, Practice Manager
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer him or her to speak with the Practice Manager immediately. If she is not available at the time, then another member of staff can take the details 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 then arrangements will be made for someone else to deal with it.
3. If the patient complains in writing, the letter will be passed immediately to: Emma Louise Lennox
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of our Code of Practice as soon as possible, normally within 2 working days. We will seek to investigate the complaint within 10 working days of the complaint being received to explain the circumstances which led to the complaint. 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.
6. Proper and comprehensive records are kept of any complaint received.
7. If patients are not satisfied with the result of our procedure then a complaint can be made to:

Fiona McQueen  
Executive Nurse Director  
NHS Ayrshire & Arran  
PO Box 13  
Eglinton House  
Ailsa Hospital  
Dalmellington Road  
Ayr KA6 6AB

OR Patient Relations & Complaints Team  
NHS Ayrshire & Arran  
PO Box 13  
Eglinton House  
Ailsa Hospital  
Dalmellington Road  
Ayr KA6 6AB