



Blackhills  
Specialist Dental Clinic

# How we handle complaints



Blackhills  
Specialist Dental Clinic

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In this practice we take complaints seriously and 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. We are very keen to completely resolve all complaints through our own internal complaints process.

Our aim is to react to complaints in the way in which we would want our complaint about 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 people responsible for dealing with any complaint about the service we provide are: Mrs Trudie Imrie (Clinic Manager) and Mr Paul Stone (Clinical Director), Blackhills Clinic, 5 Maidenplain Place, Aberuthven, Perthshire PH3 1EL.
2. If a patient complains on the telephone or at the reception desk, we will listen to his or her complaint and offer to refer him or her to the Clinic Manager or Clinical Director immediately. If the Clinic Manager and the Clinical Director are not available at the time, then the patient will be told when he or she will be able to talk to either of them and arrangements will be made for this to happen. The member of staff will take 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, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing the letter will be passed on immediately to the Clinic Manager/Clinical Director.
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 this code of practice as soon as possible,

normally within five working days. We will seek to investigate the complaint within ten working days of the complaint being received 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 him or her on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. Proper and comprehensive reports are kept of any complaint received.
8. You are able to contact us at any point during or after your treatment with us.
9. In the unlikely event that we are unable to resolve your complaint, the next step will be to recommend the involvement of one of the two following Independent Complaint bodies:

#### **Dental Complaints Service**

Stephenson House  
2 Cherry Orchard Road  
CROYDON, CR0 6BA  
Tel: 08456 120 540  
Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)  
Web: [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

#### **Healthcare Improvement Scotland**

Gyle Square  
1 South Gyle Crescent  
Edinburgh, EH12 9EB  
Tel: 0131 623 4300  
Web: [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)