



4. Policy

4.1 Complaints

- The Dental Hygenius Ltd understands complaints to be an expression of dissatisfaction or concerns requiring a response, communicated verbally, electronically, or in writing
- Complaints may be made by any Clients, their families or advocates acting on their behalf, with their consent or in their best interests
- The Dental Hygenius Ltd takes complaints seriously. It will aim to put things right that have gone wrong and learn lessons to avoid the problem happening again. This policy sets out the framework for how The Dental Hygenius Ltd will achieve this. The detail of how the service will do this will be found in the associated procedures
- The Dental Hygenius Ltd will comply with legislation, national guidelines, regulation and best practice when managing complaints and suggestions. A systematic approach will be taken with all aspects of complaints and suggestions
- Complaints or concerns by staff will be addressed via the grievance process if the complaint or concern relates to them individually, or the whistleblowing procedure where a protected disclosure is made
- The Dental Hygenius Ltd understands its statutory obligations in respect of the Duty of Candour, and Professional Standards (Principles 1,2,5 and 9) and will ensure that it follows agreed policy and procedure

4.2 The Dental Hygenius Ltd will ensure that its complaints and compliments process is fair and transparent and does not discriminate directly or indirectly because of:

- Age
- Being or becoming a transsexual/transgender person
- Being married or in a civil partnership
- Being pregnant or on maternity leave
- Disability
- Race including colour, nationality, ethnic or national origin
- Religion, belief or lack of religion/belief
- Sex
- Sexual orientation

The complainant will feel free to complain without fear of reprisal and will be treated with courtesy, respect and compassion.

4.3 The Dental Hygenius Ltd understands that it can be difficult to separate a complaint from a concern. Therefore, The Dental Hygenius Ltd will follow this policy when any dissatisfaction arises with the service.

4.4 The Dental Hygenius Ltd will protect the Client's right to confidentiality. The Dental Hygenius Ltd will ensure that alternative methods of communication are available so that the complaints and suggestions procedures are accessible for Clients who experience difficulties with communication or whose first language is not English.

Staff will undertake training on how to manage complaints in line with their role and responsibilities.

4.5 A full record will be held of all complaints received, regardless of the level of seriousness and means of communication. This approach allows an open and transparent culture around raising concerns in the earliest stage to allow resolution.

4.6 Roles and Responsibilities

All Staff

It is acknowledged that all staff working within The Dental Hygenius Ltd could be presented with a Client wishing to raise a concern or complaint at any time. Therefore, staff need to be able to manage this in a sensitive, structured and timely manner. In order to do this staff will:

- Be trained on induction and as a routine measure to ensure that knowledge is embedded and refreshed around the complaints procedure
- Have access to the complaints procedure
- Be provided with the opportunity to reflect and learn from complaints as a means of developing and



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driving quality care

- Appreciate that any feedback from Clients or their representatives that is of concern needs immediate resolution, where possible, to their satisfaction
- Be clearly advised that, on presentation of a complaint, swift escalation to management is necessary and purposefully withholding or concealing concerns expressed by Clients or their representatives could lead to disciplinary action

Management Team at The Dental Hygenius Ltd

- The management team at The Dental Hygenius Ltd is responsible for ensuring compliance with this policy, for regulations, for improvement planning and having arrangements in place to provide relevant reports and information regarding complaints
- Tara Pile is the main point of contact for the receipt, investigation and management of complaints within The Dental Hygenius Ltd. However, this could be delegated to a senior member of staff within The Dental Hygenius Ltd who has the experience, knowledge and competence to investigate and manage complaints
- The Dental Hygenius Ltd will ensure that the procedure for raising a complaint is accessible

4.7 Seeking Views and Engaging with Clients

The Dental Hygenius Ltd will seek out opportunities to obtain feedback from Clients and stakeholders. The Dental Hygenius Ltd will act with sensitivity, integrity and professionalism by treating individuals who do raise a suggestion with compassion, courtesy and respect.

Consent for feedback and opinions will be required for all feedback requested from individuals. It is an individual's right to not to participate with workplace ongoing feedback requests. Permission will be sought, alongside full explanations of the aim of feedback requests to ensure that understanding is clear.

4.8 Compliments and Suggestions

The Dental Hygenius Ltd welcomes compliments and suggestions and recognises their importance in celebrating and recognising the success of its service and opportunities for improvement. It will engage with a wide range of stakeholders in addition to Clients to support service development and improvement. It will share feedback with its staff.

4.9 Safeguarding Concerns

Where a complaint or concern is raised that relates to a client being harmed or likely to be harmed, The Dental Hygenius Ltd will follow the Safeguarding Policy and Procedure at The Dental Hygenius Ltd in addition to the complaints procedures, seeking advice and guidance from the Safeguarding Adults Team and raising a safeguarding notification where required. The Dental Hygenius Ltd will also notify the CQC in line with its statutory duty.