



The Dental School

Complaints Policy

Policy Statement

The Dental School (TDS) is committed to providing the best possible service for all of its learners, as well as parents, employers and all other stakeholders. We do however acknowledge that learners can at times feel dissatisfied and are entitled to have their concerns listened to and addressed. In such cases we endeavour to respond quickly, positively, confidentially, courteously, and effectively. Normally, learners are invited to raise their concerns in the first instance with the appropriate member(s) of staff, as a complaint can often be resolved quickly and simply in this way. However, if learners are not satisfied with the initial response made, or do not wish to use this route, they may formally complain instead.

The Dental School LTD believes that if a learner, employer, or other stakeholder wishes to make a complaint or register a concern, they should find it easy to do so.

A complaint is defined as: any complaint from any customer, employer, learner, or anybody affected by the standard of quality of our service, action, or lack of action by telephone, letter, social media, post, e-mail or visit.

It is company policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services. This procedure is intended to ensure that complaints are dealt with properly and that all complaints or comments by learners, employers or other stakeholders are taken seriously.

The procedure is not designed to apportion blame, but rather to ensure that the company is able to continuously improve its services and levels of customer service and satisfaction. The company ensures that there are sufficient platforms to facilitate complaints and that the process is easy to follow, fair and sensitive to both staff and the complainant.

Process

Complaints must be made in writing, using Appendix 1, to martin@thedentalschool.org, clearly stating the reason(s) for your complaint.

Procedure

Step 1: Complaint is raised

Details of the complaint will be logged in a standard form (appendix 1) and responsibility for investigation will be assigned to the most appropriate individual.

Step 2: Acknowledgement of Complaint

Any complaint will be acknowledged within 48 hours of receipt, confirming the actions that will be taken to investigate it and who will manage the complaint.

Step 3: Investigation of complaint

Investigation into the complaint will commence upon receipt, and contact will be made, initially with the person raising the complaint and then with all relevant parties to the complaint. This could be internally at The Dental School, or externally with organisations such as the GDC, ESFA, CACHE etc.

During the investigation, all evidence and information will be gathered and collated into a report, so that The Dental School are able to assess and share the information easily if required.

Step 4: Ongoing Communication

It is our aim to have investigated and reached an appropriate outcome to all complaints within 4 weeks. As such the complainant will receive written notification of the outcome and any remedial actions. Where the complaint has not been resolved, it may be necessary to extend this investigation period.

Step 5: Extending the investigation Period

If it has been necessary for the investigation period to be extended past 4 weeks, the complainant will receive written notification of the outcome within 8 weeks. This outcome will be the final decision unless the complainant chooses to appeal.

Step 6: Communication of the outcome

All outcomes will be communicated in writing, but it is also the policy of The Dental School to meet with the complainant to explain the investigation that took place and the rationale behind the outcome.

Appeals

If the complainant is unhappy with the outcome, they have the right to appeal this decision and should do so in writing within 5 days of receiving the written outcome.

The appeal will seek to address the points of the appeal only and will require the complainant to supply evidence to support their points of appeal.

The same procedure as listed above, steps 1 – 6 will be followed in any appeal investigation.

Any outcome of an appeal will be the final decision and where the complainant remains unhappy with The Dental Schools decision, they have the right to make a complaint with the external authority, useful details could be:

GDC
ESFA
CACHE
NEBDN

External Involvement

The Dental School will co-operate with all external parties involved in the complaint, where GDPR legislation allows, via the following means:

- Copies of policies and procedures will be made available upon request.
- Documents related to the complaint and the way in which it was handled will be made available.
- Employees will be available to attend meetings with external agencies.

Communication

This procedure will be made available in hard copy in every location and in an electronic format on the “company share drive.”

Employers and learners will be provided with access to this procedure in electronic formats at the start of the training programme and it will also be accessible through contact with the member organisation. This procedure will be made available bilingually and in large print upon request.

Monitoring and Review Processes

All complaints will be monitored via senior management and discussed at Board level if applicable. Outcomes of complaints will be held centrally within each office and be reviewed on an annual basis.

This procedure will be reviewed, via the senior management team, on an annual basis to ensure it continues to meet the needs of the business. An annual complaints report will be completed each year.

Data and performance associated with this procedure will be reviewed on an annual basis by the Board of Directors.

Registering a comment or compliment

Where learners and all other partners wish to register a compliment or comment, rather than make a complaint, they can do so either by email or in writing to martin@thedentalschool.org. Any comments or compliments received verbally may be logged and together with those received by letter, will be forwarded to the Administration team

Compliments:

It is important that our learners and partners are happy with the service we provide and that we can learn from the things that go well. Any compliments you may wish to make about what we do or the staff who do it will be passed on to those concerned, or you may just wish to compliment The Dental School on a job well done.

Comments:

We welcome constructive comments and suggestions about what we do. Your ideas will be listened to and given careful consideration. A comment could relate to how any part of our service can improve.

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Policy Owner:	Martin Brimicombe
Role:	Director

Appendix 1: Complaints Form

First Name		
Last Name		
Contact Number		
Email Address		
Please advise us on who you are? (Learner, Employer, Parent/Carer, Employer, Other)		
Which sector does your complain relate to?	Business Administration	
	Customer Service	
	Children / Young People	
	Leadership and Management	
	Other	
Please provide as much information on what your complaint relates to:		
How would you like to resolve your complaint?		