**New NHS Complaints Procedures for Dental Practices**

NHS Health Boards are responsible for collating any information relating to complaints that have been raised against General Practitioners, Dentists, Pharmacists and Opticians within their geographical boundaries.  This is in accordance with The Patient Rights (Scotland) Act 2011 and will align dentistry with the complaints procedures in all public sectors in Scotland.

The changes took effect from **1st April 2017** and practices must have updated procedures in place by then.

The dates of the previous quarters were:

Q1 (1 April 2016 – 30 June 2016)

Q2 (1 July 2016 – 30 September 2016)

Q3 (1 October 2016 – 31 December 2016)

Q4 (1 January 2017 – 31 March 2017)

The complaint return figures for **Quarter 4 (1 January 2017 – 31 March 2017)**are currently due and practitioners are advised to keep copies of these forms for their own records. The complaint form can be downloaded below.



The form must be filled and returned to feedback@nhslothian.scot.nhs.uk by 27th May 2017. Practitioners may also send the form by post to Patient Experience Team, Waverley Gate, 2-4 Waterloo place, Edinburgh, EH1 3EG.

The attached form will not be valid for 2017/2018 as it does not reflect the new complaints process. All NHS dental contractors in general dental practice will need new documentation, including a complaints procedure based on the Scottish government template.

A link to the new NHS Scotland Model Complaints Handling Procedure (CHP) with the associated procedure documents and Implementation Guide can be found on:

[http://www.sehd.scot.nhs.uk/dl/DL(2016)19.pdf](http://www.sehd.scot.nhs.uk/dl/DL%282016%2919.pdf)

Appendix 5 (page 46 of the NHS CHP) provides an overview of the new procedure with the key changes being:

Stage 1- Early resolution- 5 working days

Stage 2- Investigation- 20 working days

Practitioners may contact the Patient Experience Team on 0131 5363370 with any queries.