

**Policy: Complaint Procedure-Patient Copy**

**Ocean Orthodontic Clinic**

**Version: 2.1**

**Effective Date: March 2026**

**Author: Mrs. Shaymaa Bolbol**

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### **Complaint Procedure – Patient Copy**

Ocean Orthodontic Clinic aims to deal with all complaints promptly, courteously, and efficiently, preferably at the point they arise.

If you are not satisfied with your treatment journey or feel that the service provided did not meet your expectations, you may have grounds to make a complaint.

You may have received this document because you have raised a concern or made a complaint in writing, electronically, or verbally to me or a member of staff. In this case, the details of your complaint have been documented and passed to me as the Complaints Officer. Your complaint has now been logged, and I will follow this up with you.

#### **What is a complaint, and where to start?**

There are three broad types of complaint you can make:

#### **1. Complaint about the quality of the practice, procedure, or service**

This covers all aspects related to the practice in general, including:

- Safety
- Pricing



- Dental chairs
- Waiting times at reception
- Cleanliness
- Ventilation
- Toilets and facilities
- Accessibility
- Instruments and equipment
- Noise levels
- Overall environment

If you feel that your experience has been compromised by the quality of the practice, procedure, or service, you can put this in writing to me as the Complaints Officer, outlining the factors that led you to make a complaint.

An appointment can also be arranged for you to attend the practice and discuss your concerns in person.

## **2. Complaint about a staff member's behaviour**

This includes concerns relating to any member of staff (dentist, nurse, therapist, receptionist, manager, or clinical coordinator).

If you feel that a staff member was not cooperative, courteous, attentive, or acted in a way you consider unprofessional, you may:

- Submit your complaint in writing, or
- Arrange an appointment to discuss it in person

I will document your complaint and share it with you to ensure it accurately reflects your concerns and the reasons for your complaint.

## **3. Complaint about the quality of treatment**

This covers all aspects of your dental treatment and your experience with the clinician.



If you believe that:

- You were inadequately informed or misinformed
- Your treatment was incomplete
- You received inappropriate treatment
- Your treatment caused unexpected complications
- Risks were not clearly explained

You may submit your complaint in writing or arrange an appointment to discuss it.

Your concerns will be documented and shared with you to ensure accuracy and completeness.

### Who can make a complaint?

A complaint can be made by:

- A patient
- A parent of a patient
- A family member of a patient
- A member of the public
- A staff member
- A person acting on behalf of the patient (e.g. solicitor or parent)

If a complaint is made by a representative, clear authorisation from the patient must be provided.

We will not respond to a representative without this authorisation; however, we may contact the patient directly to verify consent.

### Organisations that can support or represent patients

- Citizens Advice Scotland – <https://www.cas.org.uk>
- Scottish Refugee Council – <https://www.scottishrefugeecouncil.org.uk>



### External organisations for complaints

If you feel your complaint has not been handled appropriately, or you wish to raise it externally, you may contact:

#### General Dental Council (GDC)

<https://contactus.gdc-uk.org/Complaint/Process/1>

(For concerns relating to professional conduct or quality of treatment)

### How to make a complaint

You can make a complaint by contacting the practice:

- **Telephone:** 0131 202 4343
- **Email:** [reception@oceanorthodonticclinic.co.uk](mailto:reception@oceanorthodonticclinic.co.uk)
- **Complaints Officer:** Shaymaa Bolbol (Practice Manager)

### Healthcare Improvement Scotland (HIS)

Patients have the right to contact Healthcare Improvement Scotland at any stage of their complaint, including before, during, or after the practice complaints process.

#### Independent Healthcare Services Team

Healthcare Improvement Scotland  
Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

**Email:** [his.ihcregulation@nhs.scot](mailto:his.ihcregulation@nhs.scot)

**Telephone:** 0131 623 4342

If you would like this information in an alternative format or language, please contact us to discuss your needs.



### Complaint Handling Checklist

(For internal monitoring – can be shared with patients if required)

- Was the complaint acknowledged in writing within three working days?
- Did the acknowledgement include contact details for the Complaints Officer?
- Were details of advice and support (e.g. PASS) provided?
- Was it confirmed that the complaint would normally be investigated within 20 working days?
- If delayed, was an explanation and revised timeline provided?
- Was the final response issued within 20 working days?
- Was the complainant kept updated regarding any delays?

### Legislative Framework

This complaints procedure is aligned with:

**The Health and Social Care (Scotland) Act 2008 (Regulated Care) Regulations 2011**

and

**Healthcare Improvement Scotland (HIS) Standards for Independent Healthcare Services**



Version	Date	Author	Changes Made
1.0	Apr 2022	Ms. Tracey Hayes	Original SOP for HIS Registration
1.1	Apr 2023	Ms. Tracey Hayes	Reviewed, No changes
1.1	Apr 2024	Ms. Tracey Hayes	Reviewed – No changes
1.2	Sept 2024	Ms. Tracey Hayes	Updated with NIPCM 2024 Appendix 8
2.0	Jun 2025	Mrs. Shaymaa Bolbol	Updated guidance and format and personnel; aligned to 2025 HIS Code
2.1	Mar 2026	Mrs. Shaymaa Bolbol	Updated references to external bodies and other contact details

The following staff have read and understood this policy

Dental Team Member	Position	Signature	Date
Dr Mustafa Mustafa	Partner/Clinical Director		
Rima Omar	Dental Receptionist		
Kareem Mustafa	Dental Nurse		
Shaymaa Bolbol	Practice Manager		

