



Complaint Handling Policy

At Tooth Fairies, we take all complaints seriously and are committed to ensuring that every client is satisfied with the service and experience they receive. When a practice or individual raises a complaint, it will be handled courteously, respectfully, and promptly, with the aim of resolving the matter as quickly and effectively as possible. This procedure has been developed with these principles in mind.

Our approach is to handle every complaint in the same way that we would wish our own concerns about a service to be addressed. We view complaints as an opportunity to learn, improve our services, and prevent similar issues from occurring in the future. All concerns are treated with care, understanding, and sensitivity, and we aim to ensure that clients feel listened to and supported throughout the process.

1. The person responsible for dealing with any complaint about the service which we provide is the **Operations Director**.
2. If a practice/learner complains on the telephone or at the centre, we will listen to their complaint and offer to refer him or her to Operations Director immediately. If they are not available at the time, then the client will be told when they will be able to talk to her, and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the client does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the practice/learner complains in writing the letter will be passed on immediately to the **Operations Director**.
4. If a complaint is about any aspect of clinical work, it will normally be referred to the **Managing Director**, unless the client does not want this to happen.
5. We will acknowledge the client's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within seven working days. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the client does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days, we will notify the client, 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 immediately after completing our investigation.
7. Proper and comprehensive records are kept of any complaint received.