

Crotty

Orthodontics

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Practice Complaints Procedure

At Crotty Orthodontics we take complaints seriously and we aim to ensure that all our patients are pleased with their experience of our service. When a patient complains, he/she is dealt with courteously and promptly so that the matter is resolved as quickly as possible. This policy is based on these objectives.

In responding to a complaint, we aim to treat you the way we would like to be treated if we were in your position. We aim to respond to your complaint effectively and to ensure that we take the opportunity to learn and improve our service.

The person responsible for dealing with any complaint about the service we provide is our Practice Manager Liz O'Callaghan.

If a patient makes a verbal complaint, we will listen to and offer to refer him or her to Ms. Liz O'Callaghan without delay. If Liz is not available at that time, then the patient will be advised when they will be able to speak to Dr. Crotty and arrangements will be made for this to happen. A member of our team will take brief details of the complaint and pass them on.

If a patient complains in writing, the letter or email will be passed to Ms. Liz O'Callaghan without delay. If a complaint is about any aspect of clinical care, it will normally be referred to Dr. Crotty.

We will acknowledge the patient's complaint in writing and enclose a copy of this complaints policy as soon as possible, normally within five working days. We will seek to investigate the complaint and respond within a reasonable time period. We will notify the patient, giving them an idea of the timescales.

We will provide our response to the complaint in writing as soon as possible after completing our investigation. Proper and comprehensive records are kept of any complaint received.

If patients remain dissatisfied with the outcome of our investigations, they are encouraged to contact the Dental Complaints Resolution Service whose facilitator will attempt to resolve any outstanding issues.

Dental Complaints Resolution Service
9 Turlough Road,
Castlebar,
Co. Mayo
Tel: 094 902 5105
Website: www.dentalcomplaints.ie
Email: michael@dentalcomplaints.ie

OWEN CROTTY
Orthodontist

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