

IAS Laboratory Complaints Procedure

1. IAS Laboratory understands that complaints can be a useful source of information about Clinicians perspective of our services and can be used as a resource for contributing to professional development.
2. When a complaint is made it is explained to the Clinician that the matter will be investigated and a report or acknowledgement will be supplied within two working days. The complaint form is referred immediately to the Laboratory Manager.
3. Depending on the nature of the complaint the Lab Manager will endeavor to resolve the complaint as far as possible to the Clinicians satisfaction.
4. The Clinician is informed of the outcome in writing. In the case of minor matters the Clinician may be informed by telephone.
5. IAS Laboratory follows the national time limits for complaints as follows:
 - i. A written acknowledgement is sent within 2 working days (unless a full reply can be completed within 5 working days)
 - ii. A full response is sent within 20 days or where an investigation is on-going, a full response sent within 5 days of conclusion.
6. Clinicians should be assured that having raised a complaint, it will not affect their on going work in anyway.
7. If the Clinician remains unhappy with the way the complaint has been handled, they can contact the Dental Complaints Service (a department of the GDC) for further help and support.

Dental Complaints Service,
The Lansdowne Building, 2 Lansdowne Road, Croydon CR9 2ER
Email Address: info@dentalcomplaints.org.uk
Website: www.dentalcomplaints.org.uk
Telephone: 08456 120540
8. IAS Laboratory maintains a log of all complaints received. This Log summarises the complaints and any action taken.
9. The Log of complaints must be made available to the Care Quality Commission upon request.