

# Management of Complaints for Dental Workforce Development Courses

## 1. Introduction/Purpose

The NHS England Workforce Training & Education (WT&E), Midlands Dental Workforce Development (DWD) Team strives to produce the highest quality learning opportunities and training for dental professionals across the region. However, it is acknowledged that, despite best intentions, the learning provided can sometimes fall short of the expectations of learners. This document describes how learners can speak up if they have any concerns or compliments about any learning commissioned by the DWD Team.

The DWD Team welcomes both positive and negative feedback from learners as this enables us to continuously improve the training opportunities we provide. Delegates are encouraged to raise complaints and concerns at the earliest opportunities so they can be explored and resolved in a timely fashion.


## 2. Scope

This guidance applies to all webinars, face to face courses, hands on courses and asynchronous learning opportunities commissions by the DWD team from 1<sup>st</sup> April 2024 onwards.

## 3. Procedure

### 3.1 Overview

The DWD complaints procedures has 3 stages (appendix 1). The Team aims to resolve all complaints speedily and informally in the first instance, where this is not possible the next stage of the process can be accessed.



All complaints, concerns and compliments are entered onto the [Complaint Record Log](#), by the Dental Tutor responsible for the course. The log contains the following information: Date of complaint, complainant's names, course/learning activity, Dental Tutor, complaint overview, action taken, whether the complaint was managed formally or informally, date the complaint was discussed in a DWD team meeting.

All complaints, concerns and compliments are discussed at the monthly DWD team meeting and will be reviewed by the Associate Dean for DWD.

## 3.2 Stage One

### 3.2.1 Complaint arising prior to a course

Delegates should contact the DWD team at [england.dwd.midlands@nhs.net](mailto:england.dwd.midlands@nhs.net) if they have any complaints, concerns or compliments prior to a course.

The team will acknowledge the complaint within 2 working days. The complainant will be made aware of this guidance document when the complaint is acknowledged. An email template is available (appendix two).

The Dental Tutor who has commissioned the course should be contacted and agree a response, every attempt should be made to resolve the complaint informally. This will be made within 10 working days where possible.


Any complaint that is informally resolved will be closed at this stage. A record of the complaint will be stored in the [complaints log](#) and [complaints folder](#) on sharepoint. The Associate Dean for DWD will also be informed, and the complaint discussed at the next team meeting.

Any complaint that cannot be informally resolved will pass to Stage 2 of the complaints procedure.

### 3.2.2 Complaints arising on the day of the course

Delegates should raise any complaints, concerns or compliments that they have about the course on the day with the Centre Administrator or DWD Team member if they are attending. If neither are available the delegate should raise any complaint with the Speaker(s) who will pass it onto the Centre Administrator or DWD Team member.

If possible, every attempt should be made to resolve the complaint informally on the day. If this is not possible then the complainants contact details should be taken and a confirmation email sent, with a copy of this document detailing the process. The complaint will then be passed to stage 2.



Any complaint that is informally resolved will be closed at this stage. A record of the complaint will be stored in the [complaints log](#) and [complaints folder](#) on sharepoint. The Associate Dean for DWD will also be informed, and the complaint discussed at the next team meeting.

### 3.2.3 Complaints arising following a course

Delegates should contact the DWD team at [england.dwd.midlands@nhs.net](mailto:england.dwd.midlands@nhs.net) if they have any complaints, concerns or compliments after a course has taken place.

Complaints should be raised within 3 months of a course, any complaints outside this time frame will not be considered unless there are extenuating circumstances. This decision will be made by the Associate Dean for DWD.

The team will acknowledge the complaint within 2 working days. The complainant will be made aware of this guidance document when the complaint is acknowledged. An email template is available (appendix two).

The Dental Tutor who has commissioned the course should be contacted and agree a response, every attempt should be made to resolve the complaint informally. This will be made within 10 working days where possible.

Any complaint that is informally resolved will be closed at this stage. A record of the complaint will be stored in the [complaints log](#) and [complaints folder](#) on sharepoint. The Associate Dean for DWD will also be informed, and the complaint discussed at the next team meeting.


Any complaint that cannot be informally resolved will pass to Stage 2 of the complaints procedure.

## 3.3 Stage Two of the Complaints Procedure

Any complaint that cannot be resolved informally will be managed by the Associate Dean for DWD. The complainant will be advised by Primary and Community Care Support Team who can access the DWD email box that the complaint has been passed to stage 2, and a copy of this guidance document will be issued if not already done so.

The Associate Dean for DWD will investigate the complaint, this will usually involve a discussion with the Postgraduate Centre Administration Team (if applicable) and Dental Tutor who commissioned the course.

The Associate Dean will provide a formal written response to the complaint within 10 working days. It is recognised that when a complaint is complex or involves third parties, it may not be possible to investigate and respond within 10 days. In these situations then complainant



will receive an update from the Primary Care and Community Support Team every 10 working days while the complaint is investigated.

The Associate Dean for DWD will inform the Postgraduate Dental Dean of any complaints that have reached stage 2 of the complaints procedure.

It is anticipated that most complaints that pass to stage 2 of the complaints procedure will be resolved by the Associate Dean. Any complaints or concerns that cannot be formally resolved will pass to stage 3 of the complaints procedure.

Any complaint that is resolved will be closed at this stage. A record of the complaint will be stored in the [complaints log](#) and [complaints folder](#) on sharepoint. The complaint discussed at the next DWD team meeting.

### 3.4 Stage 3 of the Complaints Procedure

Any complaint that cannot be resolved formally by the Associate Dean for DWD will be managed by the Postgraduate Dental Dean.

The complainant will be advised by the Primary Care and Community Support Team that the complaint has been passed to Stage 3.

The Postgraduate Dental Dean will provide a formal written response to the complaint within 10 working days. It is recognised that when a complaint is complex or involves third parties, it may not be possible to investigate and respond within 10 days. In these situations then complainant will receive an update from the Primary Care and Community Support Team every 10 working days while the complaint is investigated.

The decision of the Postgraduate Dental Dean is final.

Any complaint that is resolved will be closed at this stage. A record of the complaint will be stored in the [complaints log](#) and [complaints folder](#) on sharepoint. The complaint discussed at the next DWD team meeting, as well as the next Senior Management Team Meeting.

## 4. Responsibilities

### 4.1 Primary Care and Community Support Team

- Initial point of contact for complaints that arise before or after any course/learning activity
- Ensure complainants are regularly updated on the progress of their complaint

## 4.2 Postgraduate Centre Administrators

- Pass on any complaints received regarding courses (whether prior, during or post) to the Primary Care and Community Support Team via [england.dwd.midlands@nhs.net](mailto:england.dwd.midlands@nhs.net)

## 4.3 Dental Tutors

- Investigate and resolve Stage 1 complaints on behalf of the Associate Dean
- Fill out the complaints log for any complaints managed informally/at stage one of the procedure
- Discuss any resolved complaints at the next DWD team meeting and inform the Associate Dean

## 4.4 Associate Dean for DWD

- Oversees all stage 1 complaints
- Investigates and manages complaints at Stage 2 on behalf of the Postgraduate Dental Dean
- Completes the complaints log for any complaints managed at stage 2 or 3
- Escalates any complaints that progress to Stage 3 to the Postgraduate Dental Dean
- Provide feedback on complaints at the next DWD meeting

## 4.5 Postgraduate Dental Dean

- Overall responsibility for any complaints about the DWD programme

# 5. Monitoring and Review

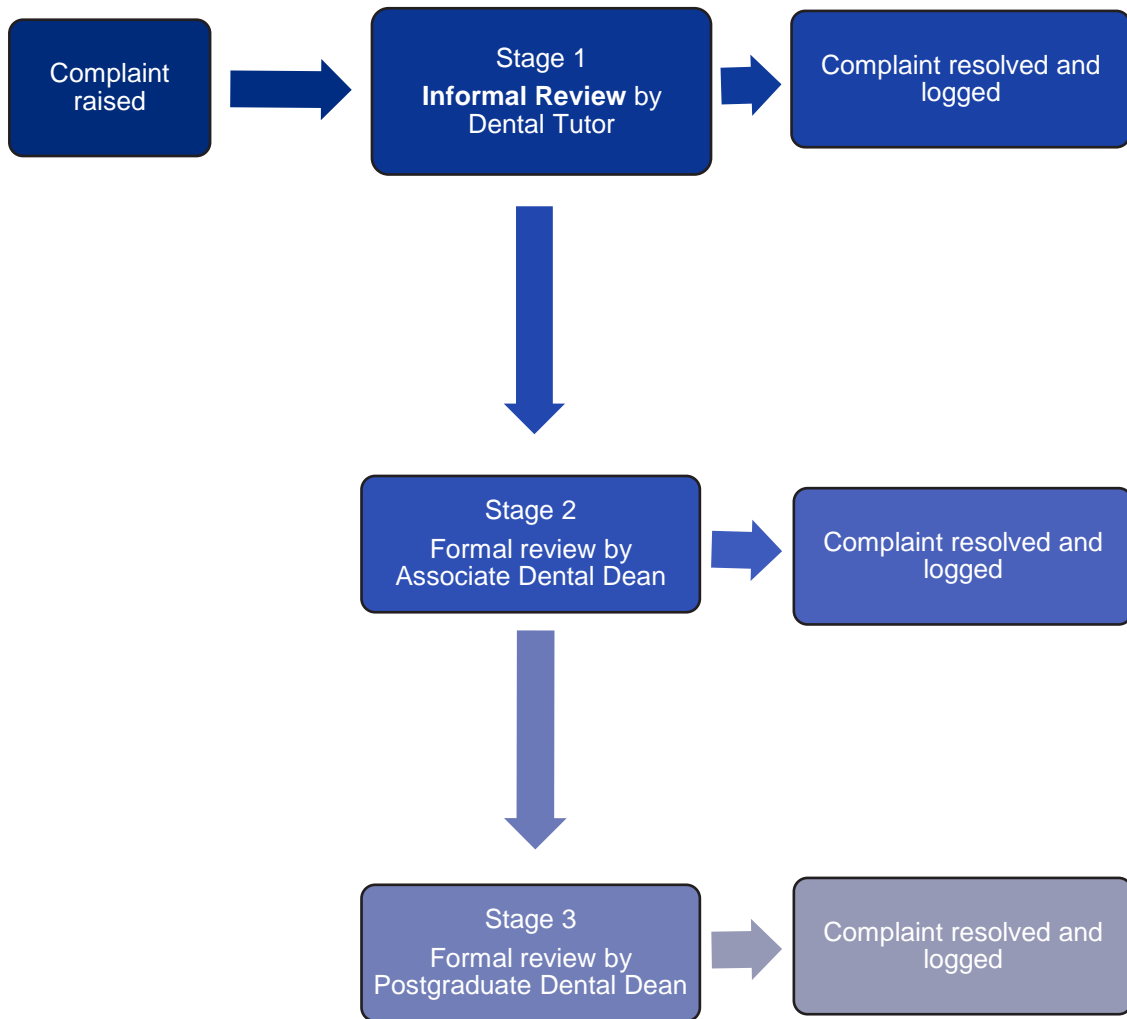
This complaints policy will be reviewed by the Associate Dean for DWD every 3 years

# 6. Approval

This procedure was approved by Dental Senior Management Team on 9/5/24

# 7. Appendices

## 7.1 Complaint flow chart





## 7.2 Email template

Dear

Thank you for contacting us with your concerns. I attach a copy of our complaints procedure for your reference. Following this I have passed your email onto ....., Dental Tutor responsible for commissioning this course.

We will endeavour to contact you within the next 10 working days with an update.

Best wishes