

Guidance Document	
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Prepared by	Mr Joe Vere, Associate Dental Dean for Dental Workforce Development
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1. INTRODUCTION / PURPOSE

The Health Education England Dental Workforce Development Team, working across Yorkshire and the Humber, strives to produce the highest quality learning opportunities and courses for learners. It is recognised that, despite best intentions, the courses that are provided can sometimes fall short of the expectations of learners. This guidance document describes how learners can speak up if they have any complaints, concerns or compliments about any courses or learning opportunities that have been commissioned by the Dental Workforce Development Team.

The Dental Workforce Development Team welcomes both positive and negative feedback from learners as this enables us to continuously improve the service that we provide. Learners are encouraged to raise complaints and concerns at the earliest possible opportunity 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 commissioned by the Dental Workforce Development workstream from the 1st February 2021 onwards.

3. PROCEDURE

3.1 Overview

3.1.1. The Dental Workforce Development Complaints Procedure has 3 stages (Appendix 1).

3.1.2. The Dental Workforce Development 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.

3.1.3. All complaints, concerns and compliments are entered into the Complaint Record Log. This log contains the following information: date of complaint, complainants name, course/learning activity, Dental Tutor, complaint overview, action taken and whether the complaint was managed formally or informally.

3.1.4. All complaints, concerns and compliments are reviewed by the Associate Dental Dean with responsibility for dental workforce development.

3.1.5. All complaints, concerns and compliments are discussed at the Dental Tutor meeting.

3.2 Complaints that arise prior to a course:

3.2.1. Learners should email the Dental Support Team at dentalsupport.yh@hee.nhs.uk if they have any complaints, concerns or compliments prior to any course.

3.2.2. Dental Support will acknowledge the complaint within 2 working days. The complainant will be made aware of this guidance document when the complaint is acknowledged.

3.2.3. Dental Support will discuss the complaint with the Dental Tutor who has commissioned the course and agree a response. Every attempt should be made to resolve the complaint informally.

3.2.4. Dental Support will respond to the complainant within 10 working days of the complaint being made.

3.2.5. Any complaint that is informally resolved will be closed at this stage. A record of the complaint will be retained by Dental Support. The Associate Dental Dean with responsibility for dental workforce development will be informed.

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

3.3 Complaints that arise on the day of the course:

3.3.1. Learners should raise any complaints, concerns or compliments that they have about the course on the day with the Dental Tutor.

3.3.2. It is recognised that Dental Tutors may not be present for the full duration of each and every course that they commission. In these situations learners are encouraged to raise any complaint with the Speaker(s). The Dental Tutor, or a nominated representative, must be contactable by telephone or email to provide guidance to the Speaker

3.3.3. The Dental Tutor and/or speaker should make every attempt to resolve the complaint informally.

3.2.4. Any complaint that is informally resolved will be closed at this stage. The Dental Tutor should provide details of the complaint to Dental Support within 5 working days so that the Complaint Log can be updated.

3.2.5. The Dental Tutor should inform the Associate Dental Dean with responsibility for dental workforce development about the complaint and the action that was taken to resolve it.

3.2.6. When the Dental Tutor and/or Speaker cannot resolve the complaint the learner should be encouraged to email the Dental Support Team at dentalsupport.yh@hee.nhs.uk. Dental Support will acknowledge this email

within 2 working days and the complaint will pass to Stage 2 of the complaints procedure.

3.4 Complaints that arise following a course

3.4.1. Learners should email the Dental Support Team at dentalsupport.yh@hee.nhs.uk if they have any complaints, concerns or compliments after a course.

3.4.2. Complaints should be raised within 3 months of the course. Any complaints that are raised outside this time frame will not be considered unless there are extenuating circumstances. This decision will be made by the Associate Dental Dean with responsibility for Dental Workforce Development.

3.4.3. Dental Support will acknowledge the complaint within 2 working days. The complainant will be made aware of this guidance document when the complaint is acknowledged.

3.4.4. Dental Support will discuss the complaint with the Dental Tutor who commissioned the course and agree a response. Every attempt should be made to resolve the complaint informally.

3.4.5. Dental Support will respond to the complainant within 10 working days of the complaint being made.

3.4.6. Any complaint that is informally resolved will be closed at this stage. A record of the complaint will be retained by Dental Support in the Complaint Log and the Associate Dental Dean with responsibility for dental workforce development will be informed.

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

3.5. Stage 2 of the Complaints Procedure

3.5.1. Any complaint that cannot be resolved informally will be managed by the Associate Dental Dean with responsibility for Dental Workforce Development.

3.5.2. The complainant will be advised by Dental Support that the complaint has passed to stage 2. The complainant will be made aware of this guidance document if this has not already been done.

3.5.3. The Associate Dental Dean with responsibility for dental workforce development will investigate the complaint. This will usually involve a discussion with Dental Support and the Dental Tutor who commissioned the course.

3.5.4. The Associate 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 to the complaint within 10 working days. In these situations the complainant will receive an update from Dental Support every 10 days while the complaint is investigated. The Associate Dental Dean will strive to resolve these more complicated complaints as soon as possible.

3.5.5. The Associate Dental Dean with responsibility for Dental Workforce Development will inform the Postgraduate Dental Dean of any complaints that progress to Stage 2 of the complaints procedure.

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

3.5.7. A record of all complaints that are resolved at Stage 2 will be retained by Dental Support in the Complaints Log.

3.6. Stage 3 of the Complaints Procedure

3.6.1. Any complaint that cannot be resolved formally by the Associate Dental Dean will be managed by the Postgraduate Dental Dean, or their nominated deputy.

3.6.2. The complainant will be advised by Dental Support that the complaint has passed to stage 3.

3.6.3. The Postgraduate Dental Dean will aim to provide a formal written response to the complainant within 10 working days. When a complaint is complex the complainant will receive an update from Dental Support every 10 days until the investigation has been completed.

3.6.4. Dental Support will retain a written record of any complaint that progress to Stage 3 of the complaints process in the Complaints Log.

3.6.5. The decision of the Postgraduate Dental Dean is final.

3.6.6. Any complaints that progress to Stage 3 will be discussed at the Senior Management Team meeting.

4. RESPONSIBILITIES / DUTIES

4.1. Dental Support:

- Initial point of contact for complaints that arise before or after any course or educational activity.
- Ensure that complainants are regularly updated on the progress of their complaint.
- Maintain the Complaints Log.
- Investigate and resolve Stage 1 complaints on behalf of the Associate Dental Dean.

4.2. Dental Tutor:

- Initial point of contact for complaints that arise during a course or educational activity.
- Provide Dental Support with sufficient information to maintain the Complaints Log.
- Investigate and resolve Stage 1 complaints on behalf of the Associate Dental Dean.

4.3. Associate Dental Dean:

- Oversees all Stage 1 complaints.
- Investigates and manages complaints at Stage 2 on behalf of the Postgraduate Dental Dean.
- Escalates any complaints that progress to Stage 3 to the Postgraduate Dental Dean.
- Provides feedback on complaints at the Dental Tutor meeting.

4.4. Postgraduate Dental Dean:

- Overall responsibility for any complaints about the dental workforce development programme.

4 MONITORING AND REVIEW:

This Complaints policy will be reviewed by the Associate Dental Dean with responsibility for dental workforce development every 3 years.

5 APPROVAL:

Approving Committee: Dental Senior Management Team

Date of Approval: 28/01/2021

6 APPENDICES:

Appendix 1: Complaint Flow Chart

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