

## Verifiable CPD - Handling Complaints in Dental Practice

Please select one answer for each question

**1** In dental practice, a complaint is:

- a) Only justified if the patient is over 18 years of age
- b) Only justified if the dental team agree with the complaint
- c) Any expression of dissatisfaction by a patient (or their representative) whether justified or not
- d) Only justified if it is put in writing to the GDC

**2** If a patient complains to the dental practice and a satisfactory solution cannot be found, a private patient should be given details for:

- a) The British Dental Association
- b) The NHS complaints service
- c) The Dental Complaints Service
- d) Citizen's Advice

**3** Which of the following statements is true?

- a) An NHS patient must complain within 12 months of the treatment being completed
- b) Complaints should normally be made within 12 months of an incident or the matter coming to the patient's attention. However, this time limit can be extended proving there are good reasons for not making the complaint sooner
- c) The NHS patient must take their complaint straight to the Dental Complaints Service
- d) An NHS patient could complain to the General Dental Council within 12 months of the treatment being completed

**4** Which of the following would the GDC consider to be a fitness to practise issue?

- a) Serious or repeated mistakes in clinical care
- b) A serious criminal offence
- c) Serious breaches of patient confidentiality
- d) All of the above

**5** During the fitness to practise procedures, who sits on the Investigating Committee?

- a) Only GDC registrants
- b) Only people with a legal qualification
- c) Registrants and lay members
- d) Only people directly involved in the case

**6** According to the Dental Defence Union, what are the main underlying causes for most complaints?

- a) The patients is dissatisfied with some aspect of the treatment or service
- b) The patient has a poor attitude towards dentistry and their oral health
- c) There has been a failure to meet the patient's needs or expectations
- d) A & C

**7** Which of the following statements are true?

- a) The dental hygienist/therapist does not need to know how to deal with complaints as they are not professionally responsible
- b) The dental hygienist/therapist should only be aware of the complaints procedure if they have had a complaint directed at them
- c) It is a professional responsibility of all registered dental professionals, to deal properly and professionally with complaints
- d) It is only the practice manager's responsibility to be aware of the complaints procedure

**8** The GDC state that the complaints procedure should be:

- a) Hidden so that patients are not given the idea to complain
- b) Simple and somewhere patients can see it
- c) Complicated so that patients do not think it is worth putting in a complaint
- d) Not displayed but placed in a folder that can be easily accessed

**9** If a patient complains, how long should it usually take to send the patient an acknowledgement of the complaint?

- a) Within 5 working days
- b) Within 3 working days
- c) Within 21 working days
- d) Within 10 working days

**10** According to Dental Protection, what characteristics did practitioners with low claims experience possess?

- a) They spend slightly longer with their patients at each visit
- b) They had active listening skills
- c) They had a warm, humorous and friendly personality
- d) All of the above