

**QUICK REFERENCE** UNIVERSITY OF WA SCHOOL OF DENTISTRY  
RESOLVING PATIENT COMPLAINTS

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**PROFESSIONAL STANDARDS**

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**ACTION STEPS**

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- **TAKE INITIATIVE**

If a complaint is brought to you:

- Take personal responsibility to see the problem through

- **ACT PROFESSIONALLY**

Everyone should be treated with respect and dignity

- **PROVIDE THE BEST POSSIBLE CUSTOMER SERVICE**

Every patient has a right to voice a complaint

**PATIENT VOICES COMPLAINT**

Listen actively to learn the problem or complaint



**ASK QUESTIONS**

To understand the problem, need or complaint



**GIVE REASSURANCE**

To convey your interest in helping the patient



**SUMMARIZE THE PROBLEM**

To show the patient you understand



**THINK OF SOLUTIONS**

To help solve the patient's problem

APPENDIX B (continued)

**CONSIDER ALTERNATIVE RESPONSES FOR SOLVING THE PROBLEM**

- You are able to solve the problem within your role, or
- Refer the patient to the appropriate resource, or
- Obtain assistance if it is not clear how to solve the problem

