



### **Patient Complaints Policy**

In this practice we take complaints very seriously indeed and try to ensure that all our patients are pleased with their experience of our service/s. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from any mistake that we make and we respond to customers' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service which we provide is **Julie Johnson (Practice Manager)**
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to the Practice Manager immediately. If the Practice Manager is not available at the time, the member of staff will take brief details of the complaint and pass them to the Practice Manager upon her return.  
If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made the Principal Dentist to deal with the complaint.
3. If the patient complains in writing the letter will be passed on immediately to the Practice Manager to address.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient specifically requests otherwise.  
At this point it will be referred to the Practice Manager as an alternative.
5. We will at all times acknowledge the patient's complaint in writing and enclose a copy of this code of practice within three working days. We will seek to investigate the complaint within ten working days of receipt. If the patient does not wish to attend the Practice to discuss the complaint in person we will ensure we follow up by telephone.  
If we are for any reason unlikely to meet the ten working days' deadline we will at all times, ensure we notify the complainant giving full details for the likely delay and a date in which we would anticipate being in a position to respond fully.
6. We will provide written correspondence immediately following our investigations into the nature of the complaint.
7. Proper and comprehensive records are kept at all times relating to any complaint received.
8. If patients / complainants are not satisfied with the outcome of our procedure, then a complaint may be made to:

#### **Complaints about private treatment contact**

Healthcare Inspectorate Wales  
Rhydcar Business Park  
Merthyr Tydfil  
CF48 1UZ  
☎ **0300 062 8163**  
✉ [hiw@gov.wales](mailto:hiw@gov.wales)

#### **Complaints about NHS treatment contact**

Cardiff & Vale University Hospital Health Board  
☎ **02920 376833**

#### **Public Services Ombudsman**

☎ **0300 7900203**

#### **GDC**

☎ **0207 1676000**

#### **CHC – Community Health Council**

☎ **02920 235558**

