

## **Complaints Policy**

Patients are able to raise concerns or complaints directly in surgery, to reception staff in person or via the telephone, or by letter/email.

Information regarding how to make a complaint for both NHS and Private patients, as well as the practice complaints policy and procedure, is on display in the waiting room and in our Practice Information Leaflet.

The person responsible for dealing with any complaint about the service that we provide is Dr H J Anthony, the practice Complaints Manager. The Practice Manager may carry out initial coordination of the complaint. Concerns should be raised within 12 months (it may be still possible to deal with a concern if a longer period of time has passed if there are good reasons for the delay)

If a complaint is made, it is dealt with courteously and promptly so that the matter is resolved as quickly as possible. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled.

If the patient complains in writing or by e-mail it will be passed on immediately to the Complaints Manager. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.

If a patient complains on the telephone or in person, our first-contacted member of staff will listen to the complaint and offer to refer the patient to our Practice Manager for an initial response. The Practice Manager will resolve any issues she is able to immediately. If she is not able to do this, or if the patient wishes, she will refer him or her to the Complaints Manager immediately.

If the Complaints Manager is not available at the time, then the patient will be told when they will be able to talk to the Complaints Manager and arrangements will be made for this to happen within 48 hours where possible. The member of staff will make a written record of the complaint and provide the patient with a copy as well as passing it on to the Complaints Manager. 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 for a suitable alternative person else to deal with it.

We will acknowledge a complaint made in writing within two working days and will enclose a copy of the complaints procedure so the patient knows what to expect. Where it is felt appropriate, we will contact the patient soon after via telephone to establish a personal commitment to resolving the complaint. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments; by telephone, face to face meetings, letters or e-mail. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.

We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed as to the progress of the investigation. Investigations will be completed and a written final response provided within thirty working days. If there are exceptional circumstances which mean that the complaint cannot be resolved within the usual timescale, the patient will be given regular updates (at least every 10 days) on progress.

The investigation and response letter will be completed by someone who is not directly involved in the concerns raised. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.

If a patient is not satisfied with the result of our procedure then a complaint may be referred to:

- Nicola Prygodzicz, Chief Executive, Aneurin Bevan University Health Board, St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ  
Email: [puttingthingsright.ABHB@wales.nhs.uk](mailto:puttingthingsright.ABHB@wales.nhs.uk).  
Telephone: 01495 745656
- Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ  
telephone: 0845 601 0987 or [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)
- Community Health Council, 3<sup>rd</sup> Floor, 33-35 Cathedral Road, Cardiff. CF11 9HB. Tel no 02920 235 558 / 0845 644 7814 Email- [enquiries@waleschc.org.uk](mailto:enquiries@waleschc.org.uk)
- Health Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ

The local resolution process is the same for private patients who wish to make a complaint. If local resolution cannot be made then a private patient complaint may be referred to:

Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA, [dcs.gdc-uk.org](http://dcs.gdc-uk.org), 020 8253 0800 E-mail: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ, 0845 601 0987, [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

Health Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ. 0300 062 8163, e-mail [hiw@wales.gsi.gov.uk](mailto:hiw@wales.gsi.gov.uk)

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ

