

Cowbridge Dental Care

Complaints handling policy

Code of practice for patient complaints

In this practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. 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 every 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 that we provide is Hilary Hathway (or the acting practice manager in her absence), our Complaints 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 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 dentist and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. 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 someone else to deal with it.
3. If the patient complains in writing the letter will be passed on immediately to the Complaints Manager.
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 does not want this to happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within five working days. We will offer to discuss the complaint at a time agreed with the patient but if the patient does not wish to discuss the complaint, we will still write and acknowledge their complaint.
6. We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
7. We will confirm the decision about the complaint in writing immediately after completing our investigation.
8. Proper and comprehensive records are kept of any complaint received.
9. If patients are not satisfied with the result of our procedure then a complaint may be made to:

For complaints about NHS treatment.

- David Oliver, Primary Care Support Manager, Primary Care Team, Primary, Community and Intermediate Care Clinical Board, Cardiff and Vale University Health Board, PCIC Offices, Cardiff Royal Infirmary, Glossop Terrace, Cardiff, CF24 0SZ. Telephone: 029 21 834 505
- Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ telephone: 0845 601 0987 or www.ombudsman-wales.org.uk
- Steve Allen, Cardiff and Vale of Glamorgan Community Health Council, Community Health Council Offices, Third Floor, Park House, Greyfriars Road, Cardiff, CF10 3AF. Telephone: 02920 377407

For complaints about private treatment.

- Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon CR0 6BA (Telephone: 08456 120 540)
- Health Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ (Telephone: 0300 062 8163)

For complaints about professional misconduct.

- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ the dentists' registration body.