

# The Dental Surgery

## Complaints Policy

It is our aim at The Dental Surgery to always have satisfied patients, to meet your needs and expectations of care and service and to resolve any complaints efficiently and effectively as possible.

At our practice we take complaints seriously. All complaints will be dealt with promptly and courteously to resolve the issue as quickly as possible.

Our aim is to react to complaints and learn from any issues which may arise.

If there is a problem and you wish to make a complaint you can make your complaint to our Complaints Manager Mrs G. Hawkins or to any member of our reception team.

If we receive a complaint by telephone or in person, we will listen and try to resolve the issue. If we cannot resolve the issue at this time, we will offer to refer you to the Complaints Manager immediately. If the complaints manager is not available at the time, we will arrange a convenient time for the complaints manager to contact the individual. The member of staff will take brief details of the issue and pass it in to the Complaints Manager at the earliest convenience. If the complaints matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.

If we receive a complaint in writing or via email, it will be passed immediately to our Complaints Manager.

If a complaint is about any aspect of clinical care or associated charges, it will usually be referred to the dentist concerned unless the individual does not want this to happen.

All dentists/specialists working and visiting the practice to carry out treatment are responsible for the clinical work they carry out and hold their own indemnity. If a complaint is raised against any dentist, we will as a practice acknowledge, investigate and respond to the complaint against that particular dentist.

**We will acknowledge a complaint in writing and enclose a copy of our practice policy as soon as possible normally within 3 working days.** We will offer to discuss the complaint with the individual and confirm how they would like to be kept informed of the developments (via telephone, letter or email). We will inform the individual about how the complaint will be handled and the likely time the investigation will take to complete. If the individual does not wish to discuss the complaint any further, we will still inform them of the expected timescale for completing the investigation.

**We will seek to investigate the complaint within 4 weeks and as far as reasonably practicable,** we will keep the individual informed as to the progress of the investigation.

When we have completed the investigation, we will provide the individual with a full written report which will include an explanation of how we considered the complaint, the conclusions reached

in respect of each specific part of the complaint, details of any necessary remedial action taken and whether further action will be taken.

Proper and comprehensive records will be kept of any complaints received and the action we take. These records will be reviewed regularly to ensure that we take every opportunity to improve our service.

If we fail to resolve the complaint against the dentist in question, then ultimately the patient will have the right to take the complaint to the Dental complaint service against the dentist in question.

**For Complaints about NHS treatment contact;**

Cardiff and vale university health board on 02920 743301 Or 02920744095  
Or email [concerns@wales.nhs.uk](mailto:concerns@wales.nhs.uk)

If you are still unhappy about your NHS Complaint you can contact The Ombudsman for Wales by calling 0300 7900 203 or visit [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk) You can also contact the Health Inspectorate Wales by calling 0300 062 8163

For complaints about private treatment contact Dental complaints service on 08456 120 540 or visiting [www.dentalcomplaints.org](http://www.dentalcomplaints.org) or call the Health Inspectorate wales on [hiw@gov.wales](mailto:hiw@gov.wales) or on 0300 062 8163