

## Our Complaints Procedure – NHS Treatment

**At our practice we operate an open and honest complaints procedure which is in line with NHS Wales' 'Putting Things Right' Guidance and the Private Dentistry Regulations 2008. By telling us about your concern, we can apologise to you, investigate and try to put things right. We will also learn lessons and improve services where they need to be better.**

- 1) It is our goal to resolve any concerns within the practice and whilst all our staff can help you make a complaint, ultimately the Practice Manager is responsible for dealing with and investigating all patient complaints.
- 2) However if you do not wish to raise your complaint in the practice, you also have the right to raise your complaint with your Local Health Board direct. Details of your Local Health Board are available at reception or via the below website:  
[www.wales.nhs.uk/ourservices/directory/LocalHealthBoards](http://www.wales.nhs.uk/ourservices/directory/LocalHealthBoards)
- 3) We do ask that you raise any complaint within twelve months of the incident occurring. However if you gave good reason for a delay of over twelve months in making a complaint we may still carry out an investigation.
- 4) We endeavour to deal with any concerns in a timely manner and we hope to resolve any complaints at the first point of contact.
- 5) If an investigation is required we will acknowledge your complaint **within two working days** and endeavour to respond in full **within thirty working days**. If we cannot meet the thirty working day response deadline, we will write to you to let you know the reason for the delay and to provide a new response deadline date.
- 6) Where a complaint raises clinical concerns the treating clinician will be asked to provide their comments to the Practice Manager on any issue raised. If the treating clinician cannot be traced another independent clinician will assist in providing a response.
- 7) If you would like assistance in making a complaint NHS patients can contact their local Community Health Council (CHC). Contact details can be provided on request from our Reception Team. Or you can locate your CHC via the below website:  
[www.communityhealthcouncils.org](http://www.communityhealthcouncils.org)
- 8) We will do our best to resolve your complaint at the local resolution stage. However if you remain dissatisfied with our response to your complaint a local resolution meeting may be offered if appropriate. We will also advise your right to escalate your concerns to the Public Services Ombudsman for Wales. Their address is:

Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ  
Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

**Our complaints procedure is in line with NHS Wales' 'Putting Things Right' Guidance ([www.wales.nhs.uk](http://www.wales.nhs.uk)) and the 'Private Dentistry Regulations 2008'. We aim to make it easier for patients, relatives and carers to raise concerns; to be engaged and supported during the process; to be dealt with openly and honestly and for learning to occur when something has gone wrong.**