

## Our Complaints Procedure – Private Treatment

**In our practices we operate an open and honest complaints procedure which is in line with The Private Dentistry (Wales) 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 locally and the Practice Manager is responsible for dealing with and investigating all patient complaints. However you also have the right to raise your complaint at any time with the Health Inspectorate for Wales, whose details are:

Healthcare Inspectorate for Wales  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
0300 062 8163

2. We endeavour to deal with any concerns in a timely manner and we hope to resolve any complaints at the first point of contact
3. However, if an investigation is required we will acknowledge the complaint **within two working days** and endeavour to respond in full **within ten working days**. If we cannot meet the ten 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.
4. If you would like assistance in dealing with your complaint patients may choose to approach the Dental Complaints Service. Contact details for the DCS can be provided on request from our Reception Team or via:

[www.gdc-uk.org/Membersofpublic/Raisingaconcern/Pages/default.aspx](http://www.gdc-uk.org/Membersofpublic/Raisingaconcern/Pages/default.aspx)

5. 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.

**Our complaints procedure is in line with The Private Dentistry (Wales) Regulations 2008 and 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.**