



PRACTICE COMPLAINTS/CONCERNS POLICY

In this practice we take complaints or concerns very seriously indeed and try to ensure that all patients are pleased with their experience of our service. When patients complain or relay concerns, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

We aim to provide you with a courteous and efficient service. We respond to patients' concerns in a caring and sensitive way. The people ultimately responsible for complaints about the service we provide are the dentists of the Practice:

What happens to your complaint?

If a patient complains on the telephone or at the reception desk, the nursing /reception staff will listen to his or her complaint or concern and try to offer a solution to the immediate problem.

If no satisfactory solution is found the member of staff will consult with the Practice Manager who will also try for an immediate solution to the problem. However, if this fails to give a mutually agreeable solution then a member of staff will take brief details of the complaint or concern and pass them on to the Dentist concerned.

If the patient complains in writing the letter will be passed on immediately to: The Practice Manager who will consult with the Dentist concerned. 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.

We will acknowledge the receipt of 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 seek to investigate the complaint within 20 working days of the complaint being received, to give an explanation in writing of the circumstances which led to the complaint. If we are unable to investigate the complaint within 20 working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation. Proper and comprehensive reports are kept of any complaint received. If patients are not satisfied with the result of our procedure then a complaint may be made to:

NHS Patients

Local Health Board,
Cwm Taf Health Board,
Navigation Park,
Abercynon,
CF45 4SN
01443 744800

Private Patients

Health Inspectorate Of Wales
Bevan House
Caerphilly Business Park
Caerphilly
CF83 3ED
029 20928850

Denplan Members Complaints

Denplan Complaints Handling Team
Denplan Ltd,
Denplan Court,
Victoria Road,
Winchester, SO23 7RG
0800 169 7220