



Patient Complaints Policy

In this practice, we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. If you have a complaint, we will treat you courteously and promptly so that the matter is resolved as quickly as possible. We learn from your feedback and respond to your concerns in a caring and sensitive way.

Complaints will only be shared with the staff involved, and only those who need to know will have the full details. The theme of any complaints will be discussed in team meetings so that all members can learn from them and improve the service that we provide.

The Complaints Manager in the practice is: Fran Bowes

Verbal Complaints in person or by telephone

If you complain on the telephone or at Reception, we will listen to your complaint and acknowledge it with empathy. Minor complaints will be dealt with immediately. For more complex issues the complaint will be referred to the Complaints Manager immediately if possible. If the complaints manager is not available, you will be told when *she* is available and offered a choice of how *she* may contact you, to discuss the issue.

Complaints in writing or via email

If you complain in writing or by email, your complaints will be passed on, immediately to *the Complaints Manager*.

She will acknowledge your complaint in writing or by email (by the same method that you contacted us) and enclose/attach a copy of our complaint's procedure as soon as possible (normally within 2 working days). She will aim to have investigated the complaint within 10 working days. We will offer to discuss the complaint at a time agreed with you, giving you a choice of how you would like to be kept informed, for example, face to face, by telephone, email or letter.

We will inform you how the complaint will be handled and the likely timescale that the investigation will be completed. If you do not wish to discuss the complaint, we will still advise you of the likely timescales for completing the process.

In all cases, we will seek to investigate the complaint speedily and efficiently and we will keep you regularly informed, as far as is reasonably practicable, as to the progress of the investigation.

We will normally aim to be completed in 10 working days, however complaints relating to clinical matters may take longer as an external dental advisor is often required in order to complete the investigation. When the investigation is complete, we will provide you with a written report. This will include an explanation of how the complaint was considered, the conclusions reached in respect of each part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action we have taken or will be taking as a result of the complaint.

We will keep full, confidential records of any complaint received as well as any actions taken to improve services as a result of your complaint.

Any complaint regarding clinical care or associated charges will be passed on to the treating dentist unless you do not wish this to happen.

If you are not satisfied with the result of our procedure, you can complain to:

Contacts

Denplan Clinical Mediation Service (Denplan Patients)

T: 0800 169 7220

E: clinicalmediationservice@denplan.co.uk

Fran Bowes

Address: Pont Steffan Dental, North Road, Lampeter, SA48 7HZ

T: 01570 422595

E: manager@psdental.co.uk

Llais Wales – West Wales

Address: Llais Abersytwyth, WG building, Rhodfa Padarn, Llanbadarn Fawr, Aberystwyth, SY23 3UR

T: 01646 694610

E: westwalesenquiries@llaiscymru.org

Dental Complaints Service

Address: 37 Wimpole Street, London, W1G 8DQ

T: 0208 253 0800

W: <https://dcs.gdc-uk/org/>

Health Inspectorate Wales

Address: Rhydyar Business Park, Merthyr Tydfil CF48 1UZ

T: 0300 062 8163

E: hiw@gov.wales