



Our NHS Patient Complaints Procedure. Putting things right.

If you have a complaint or concern about our service or treatment from a dentist or staff at the practice, please let us know. We will aim to deal with any complaints or concerns courteously and promptly, so that we may learn from our mistakes and resolve matters as quickly as possible.

How to complain

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, please do so as soon as possible, as this will enable us to establish what happened more easily. If this is not possible, please let us have details of your complaint;

- Within 12 months of the incident that caused the problem or becoming aware that you have a problem.
- There is a 3 year time limit on making a complaint.

Complaints should be addressed to Mr Sian Dugdale or Dr Imran Nathoo verbally or in writing. Alternatively, you may ask in writing for an appointment with Mrs Dugdale or Mr Nathoo in order to discuss your concerns. They will explain the procedure and ensure that your concerns are dealt with promptly. It will be of great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within 2 working days and aim to have looked into it within 30 working days. We shall then be in a position to offer you an explanation, or a meeting with those involved. In investigating your complaint we shall aim to;

- Find out what happened or what went wrong
- Make it possible for you to discuss the problem, with those concerned if you wish
- Make sure you receive an apology, where it is appropriate
- Identify what we can do to make sure the problem doesn't happen again
- Offer, in some cases, an alternative resolution to your problem

Complaining on behalf of someone else

Dental records are kept strictly confidential. We will need written permission appropriately signed to discuss someone else's concerns regarding the treatment or services they have received, unless they are incapable (because of physical or mental incapacity under the Mental Health Act 2005) of providing this.

Complaining to a Health Authority

We hope that all problems may be resolved by our practice complaints procedure. We believe this offers the best way of dealing with your concerns and an opportunity to improve the practice. However if you are not satisfied with the result of our procedure then a complaint about NHS treatment may be made to

Cardiff and Vale Local Health Board at

Chief Executive, Cardiff and Vale University Health Board Headquarters, Woodland House,
Maes y Coed Road, Cardiff, CF14 4HH
Tel: 029 218 36318, 029 218 36341, 029 218 36321
Email: concerns@wales.nhs.uk

If you are still not happy with the health boards response you can contact the **Public Services Ombudsman for Wales** at 1 Ffordd yr Hen Gae Pencoed, CF35 5LJ.
Telephone: 0300 7900203 or Email: ask@ombudsman-wales.org.uk

You can also contact the **Health Inspectorate Wales** who is the independent inspectorate and regulator in Wales by calling 0300 0628163, email: hiw@gov.wales

The **General Dental Council** is responsible for regulating all Dental Professionals . You can complain using their online form at ww.gdc-uk.org, contact them on information@gdc-org.uk or calling 0207 167 6000