



CODE OF PRACTICE FOR PATIENT COMPLAINTS

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

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is Cheryl Roach-Price – the Practice complaints Manager.
2. If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him/her to the complaints manager immediately. If she is not available at the time, then the patient will be told when they will be able to talk to the complaints manager and arrangements will be made for this to happen. The member of staff will make a written record of the complaint and provide the patient with a copy as well as passing it onto the complaints manager. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing or by e mail it will be passed on immediately to the complaints manager.
4. 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.
5. We will acknowledge the patients complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 2 working days. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings,

letters or e mail. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.

6. We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 4 weeks.
7. When we have completed our investigation, we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
8. If the complainant is not happy with the response, the complaints manager will advise them how to take the complaint to the next stage depending if the complaint is NHS or private.
9. For NHS complaints please contact:
Cwm Taff Morgannwg University Health Board
Concerns Team
Unit 3 Navigation Park
Abercynon
Mountain Ash
Rhondda Cynon Taff
CF45 4SN

The leaflet "Putting things right" will be included with this policy and in any correspondence with the complainant if dissatisfied with our investigations.

10. For private complaints please contact:
Health Inspectorate Wales
Welsh Government, Rhyd y Car business park
Merthyr Tydfil CF48 1UZ

11. If you need additional support and advocacy, You can get help via the Ombudsman
:Public Wales Ombudsman

1 Ffordd Yr Hen Gae

Pencoed

CF35 5LJ

01656 644218

communications@ombudsman-wales.org.uk

They can help you further, if no resolution is agreed.

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