

Our Complaints Procedure – NHS Treatment

At our practice we operate an open and honest complaints procedure which is in line with NHS Wales 'Putting Things Right' Guidance and the Private Dentistry Regulations. We aim to make it easier for patients, relatives and carers to raise a complaint. Anyone who raises concerns with us will be dealt with openly and honestly and will be engaged and supported during the complaints process.

1. It is our goal to resolve any concerns within the practice and whilst all our staff can help you make a complaint, ultimately the Practice Manager is responsible for dealing with and investigating all patient complaints.
2. However, if you do not wish to raise your complaint in the practice, you also have the right to raise your complaint with your Local Health Board direct. Details of your Local Health Board are available at reception or via the following website or address:
www.wales.nhs.uk/ourservices/directory/LocalHealthBoards
3. We do ask that you raise any complaint within twelve months of the incident occurring. However, if you gave good reason for a delay of over twelve months in making a complaint, we may still carry out an investigation.
4. We endeavour to deal with any concerns in a timely manner and we hope to resolve any complaints at the first point of contact.
5. If an investigation is required, we will acknowledge your complaint **within two working days** and endeavour to respond in full **within thirty working days**. If we cannot meet the thirty 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.
6. Where a complaint raises clinical concerns, the treating clinician will be asked to provide their comments to the Practice Manager on any issue raised. If the treating clinician cannot be traced, another independent clinician will be consulted.
7. If you would like assistance in making a complaint, NHS patients can contact Llais. Contact details can be provided on request from our Reception Team, or you can locate their information on the following website: <https://www.llaiswales.org/about-us> Llais welcome calls and correspondence in English or Welsh.
8. 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. We will also advise your right to escalate your concerns to the Public Services Ombudsman for Wales <https://www.ombudsman.wales>. Their address is:

Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ
Email: ask@ombudsman-wales.org.uk