

Our Complaints Procedure – Private Treatment

Our Complaints Procedure – Wales

At mydentist we want all of our patients to feel listened to, respected, and cared for. If something goes wrong, or you are unhappy with any part of your care, please let us know. We aim to resolve concerns quickly, fairly, and in line with The Private Dentistry Wales Regulations 2017.

How we handle complaints

Resolving concerns locally

- Our first priority is to resolve complaints at the practice.
- The Practice Manager is responsible for investigating and responding to all complaints.
- If you feel you need further support with your complaint after liaising with the Practice Manager, you are welcome to contact the mydentist Patient Support Team, who will be happy to assist you.

Clinical treatment concerns

- Where a complaint concerns dental treatment, the Practice Manager is required to consult with the treating clinician, to ensure the response provided is both accurate and comprehensive.

Acknowledgement and response times

- We will acknowledge your complaint within **two** working days.
- Our aim is to provide a full written response within **ten** working days.
- If we need more time, we will explain why and give you a new deadline.

Complaints on behalf of someone else

- If you are raising a complaint for another person, we will need their written consent before sharing any confidential information.

Escalating a complaint

- If you remain dissatisfied, you can ask the Dental Complaints Service for an independent review: Their contact details can be found here via their website dcs.gdc-uk.org

Other organisations you can contact

If you want to seek independent advice and support to help you make your complaint

- You can contact the Dental Complaints Service on 020 8253 0800.
- Other advocacy services may also be available in your local area.

Healthcare Inspectorate for Wales (HIW)

- While HIW does not investigate individual complaints, you have the right to share your concerns with them. They will check that the service we provide is meeting the regulations and standards set as a requirement of registration with HIW.

HIW contact information:

- Telephone: 03000 062 8163
- Website: <https://www.hiw.org.uk/>
- Postal Address: HIW, Welsh Government, Rhydydar Business Park, Merthyr Tydfil, CF48 1UZ

Your data and privacy

Under the UK General Data Protection Regulation (GDPR), you have rights regarding your personal information, including:

- The right to access the information we hold about you.
- The right to request corrections.
- In some cases, the right to request deletion of your data.

If you have concerns about how we use your data, please contact our Data Protection Team at: dataprotection@mydentist.co.uk