



Patient Complaints Policy

We aim to always have satisfied patients, to meet their expectations of care and service, to deal with complaints quickly, to investigate complaints in a full and fair way and to respect patient confidentiality. To help us achieve these aims we follow this policy and have an effective complaints procedure.

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly. If it is not possible to do that, please let us have details of your complaint

* Within 6 months of the incident that caused the problem or;

* Within 6 months of discovering that you have a problem, provided it is within 12 months of the incident

We never discriminate against patients who have made a complaint and we aim resolve complaints as quickly, effectively and as smoothly as possible. Complaints about the treatment you received should be made to the dentist who normally sees you or addressed to Rebecca Gardner, the Practice Manager.

If you wish to make a complaint on the telephone or in person please ask for the Practice Manager. If she is unavailable, we will take brief details about the complaint and let you know when you can talk to the dentist. If we cannot arrange this within a reasonable period of time or if you do not wish to wait, we will make arrangements for another team member to speak to you as soon as possible.

If you choose to complain in writing please address it to the Practice Manager. If your complaint is about any aspect of clinical care or associated charges, your dentist will be asked for their view, unless you do not want us to do so.

We will keep comprehensive and confidential records of your complaint. All details will be stored securely and only those persons who need to know about it will be informed.

We will acknowledge receipt of your complaint within 2 working days and we will aim to have looked into your complaint within 10 working days, or in exceptional circumstances an extended period that will be confirmed with you.

If the complaint needs to be investigated, this will involve the treating dentist if there is one, the relevant members of the team, the practice owner and others if necessary. If the investigation is likely to take longer than the time we have agreed with you, you will be informed about the reasons for the delay and the date the investigation will be completed. You will also be informed about the progress of the investigation and of any further delays.

When the investigation has been completed, you will be informed of its outcome and invited to a meeting to discuss the results and any practical solutions.

This practice regularly analyses any patient complaints to learn from them and to improve our standards of care and service. That's why we always welcome your feedback, comments, suggestions and complaints.

Complaining on Behalf of Someone Else

Please note that we must keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this because of physical or mental illness or are a child is under 16 years.

If you are dissatisfied with our response to a complaint you can take it further, contact information will be provided in the response letter. Please also see the contact details below.

Contacts

Owain Dimmick or Rebecca Gardner: c/o Pont Steffan Dental Practice, 4 North Road, Lampeter, Ceredigion SA48 7HZ Tel:01570 422595, owain@psdental.co.uk/becky@psdental.co.uk

Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ [Tel: 0300 790 0203](tel:03007900203) or visit www.ombudsman-wales.org.uk

Health Inspectorate Wales: Rhydycar Business Park, Merthyr Tydfil CF48 1UZ hiw@gov.wales Tel: 0300 062 8163

General Dental Council: 37 Wimpole Street, London W1M 8DQ Tel: 0207 8873800, Complaints@gdc-uk.org

Dental Complaints Service 020 82530800, tel: 01788 539 780 www.dentalcomplaints.org.uk

This policy was last reviewed and updated Aug 2023 and will be reviewed again Aug 2024