

Beynon's Dental Surgery

Code of Practice for Handling Patient Complaints

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we made and identify how we can improve to ensure that we meet your expectations in future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve the matter as quickly as possible following the agreed procedure and, wherever possible, to the satisfaction of the patient.

Making a complaint

If you wish to make a complaint or simply let us know how we could have done better, please contact Miss Helen James, our Complaints' Manager:

- By telephone on 01656 657876
- By email to the Practice Manager Miss Helen James, email beynonsdental@soegateway.com
- By letter to Miss Helen James, 16, Park Street, Bridgend, Mid Glamorgan CF31 4AX
- In person

The Complaints' Manager works at the practice every day from 9am- 5pm, and will endeavour to be available during these times, and it is advisable for you to ring and confirm her availability. You may find it more convenient to make an appointment with Complaints' Manager to ensure that she can dedicate sufficient time to meet with you.

If you contact the practice to make a complaint and the Complaints' Manager is not available, we will arrange a convenient time for her to contact you. We will ask you for brief details of your complaint so that the Complaints' Manager can gather any useful information before contacting you. You will be given a copy of the notes made for the Complaints' Manager.

If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.

If your complaint is about your dental treatment or the fee charged, we will usually ask the dentist concerned to contact you, unless you do not want this.

We acknowledge all complaints in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days.

Investigating a complaint

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will let you know how we will deal with your complaint and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.

We will investigate your complaint usually within 10 working days, however complex cases can take up to 6 months. We will let you know how our investigation is progressing.

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When we have completed our investigation, we will provide you with a full written report, unless you have told us that you do not wish for further communication. The report will explain how we considered the complaint, the conclusions we reached for each part of your complaint, details of any remedial action we have taken and whether further action is needed.

Records

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following investigation. We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our service.

If you are not satisfied

If your complaint was about your dental treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation.

For complaints about NHS treatment:

Llais Cwm Taf Morgannwg.

They can be contacted by:

- Telephone: 01443 405830
- E-mail: enquiries@llaiscymru.org
- By letter: Llais – Cwm Taf Morgannwg Region, Ty Antur Parc Enterprise House Navigation Park, Abercynon, Mountain Ash CF45 4SN

If you are still not happy you can contact:

Public Services Ombudsman for Wales

Tel: 0300 790 0203

www.ombudsman-wales.org.uk

Address: 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

For complaints about private treatment:

- Telephone: 020 8253 0800 in office hours (Monday to Friday 9am - 5pm)
- E-mail: info@dentalcomplaints.org.uk or
- Complete a form via their website www.dentalcomplaints.org.uk
- By letter: The Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, Greater London CR0 6BA

You can also share your concerns with HIW (Healthcare Inspectorate Wales). They will check that the service is meeting the regulations and standards set as a requirement of registration with HIW.

- Telephone: 0300 062 8163
- Email: hiw@gov.wales
- By letter: Healthcare Inspectorate Wales
Welsh Government, Rhydyar Business Park, Merthyr Tydfil, CF48 1UZ

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