

## **Patient Complaint Procedure**

If you have been dissatisfied or concerned about the service that you have received from the dentist or any other member of staff working in the practice, please let us know. We operate a practice complaints procedure as part of an NHS system dealing with complaints. Our complaints system adheres to national criteria.

### **How to complain**

We hope that most problems can be resolved easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally, within a matter of days or at most a week – because this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have the details of your complaint:

- within 12 months of the incident that has arisen; or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident occurring

Complaints should be addressed to A Practice or Customer Service Manager. Alternatively, you may ask for an appointment with a dentist in order to discuss your concerns. It will be a great deal of help if you are specific about your complaint.

If you do not want to speak to us directly, you can contact the Health Board by writing to them at:

Swansea Bay UHB Dental Services  
2<sup>nd</sup> Floor, Beacon Centre for Health,  
Langdon Road,  
Swansea,  
SA1 8QY

If you are unhappy with the response from the Health Board, then you can contact the Public Services Ombudsman for Wales:

Tel: 0300 790 0203  
1, Ffordd yr Hen Gae,  
Pencoed  
CF35 5LJ

[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

### **What we shall do**

We shall acknowledge your complaint within two working days and aim to look into your complaint within ten working days of the date you raised your complaint with us. We shall then be in a position to offer you an explanation, or meeting with those involved. In investigating your complaint, we aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where this is appropriate
- identify what we can do to make sure the problem does not arise again

### **Complaining on behalf of someone**

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