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**Information for Patients**

If you have a complaint or concern about the service you have received from the dentists or

any of the staff working in this practice, please let us know. We operate a practice

complaints procedure. Our complaint system adheres to national criteria.

**How to Complain**

We hope that most problems can be sorted out easily and quickly, at the time they arise and

with the person concerned. If your problem cannot be sorted 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 few weeks – because this will enable us to establish what

happened most easily. 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 this is within 12

months of the incident.

Complaints about the treatment you received should be made to the dentist who normally

sees you. Alternatively, you may ask for an appointment in order to discuss your concerns.

He/She will explain the complaints procedure to you and will ensure that your concerns are

dealt with promptly. It will help if you are as clear as possible about your complaint.

**What We Shall Do**

We shall acknowledge your complaint within 2 working days and aim to have looked into

your complaint within 10 working days of the date when you raised it with us. We shall then

be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint, we shall aim to:

• find out what happened and what went wrong

• enable you to discuss the problem with those concerned, if you would like this;

• ensure you receive an apology, where this is appropriate;

• identify what we can do to make sure the problem does not happen again.

**Complaining on Behalf of Someone Else**

Please note that we keep strictly to the rules of confidentiality. If you are complaining on

behalf of someone else, we have to know that you have the 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 under 16 years.

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**Complaining to the Dental Complaints Service**

We hope that, if you have a problem, you will make use of our practice complaints

procedure. We believe this will provide the best chance of putting right whatever has gone

wrong and an opportunity to improve our practice. However this does not affect your right to

complain to the Dental Complaints Service. If you feel you cannot raise your complaint with

us or you are dissatisfied with the result of our investigation you may contact the Dental

Complaints Service or the Healthcare Inspectorate Wales.

Dental Complaints Service

Stephenson House

2 Cherry Orchard Road

Croydon

CR0 6BA

www.dentalcomplaints.org.uk

E-mail: info@dental complaints.org.uk

Tel: 020 8253 0800

HIW – Healthcare Inspectorate Wales

Welsh Government

Rhydcar Business Park

Merthyr Tydfil

CF48 1UZ - Tel – 0300 062 8163

For patients who have a complaint regarding treatment they have received under the NHS

can also contact:

Aneurin Bevan Health Board

Llanarth House

Newbridge Gateway

Bridge Street

Newbridge

NP11 5GH - Tel. 01495 24198/241228

If you are still unhappy about your NHS complaint, you can contact:

Ombudsman NHS

1 Ffordd Yr Hen Gae

Pencoed

CF35 5LJ - Tel. 0300 7900203 or visit www.ombudsman.wales

Patients registered with Denplan can contact Denplan by telephone for advice:

Denplan:

Tel. 0800 401 402

You may like to contact the General Dental Council:

General Dental Council

37 Wimpole Street

LONDON

W1G 8DQ - Tel: 020 7167 6000

Email: [complain@gdc-uk.org](mailto:complain@gdc-uk.org)