

## Complaints handling policy (Formal)

### If you have a complaint about NHS services

If you have a concern about NHS services you have received from your hospital, General Practitioner (GP), dentist, pharmacist or optician, please read the 'Putting Things Right' leaflet to find out who you need to contact. All NHS organisations in Wales must deal with your concern with openness and honesty, conduct a thorough and appropriate investigation and provide you with a prompt acknowledgement and detailed response about how to take the matter forward.

### Code of practice for complaints

In this practice, we take complaints seriously to ensure that our service meets expectations. All complaints are dealt with courteously and promptly to resolve the matter as quickly as possible.

Our aim is to react to complaints and learn from every mistake that we make. We respond to any concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaints about the service that we provide is **Kelly Brayley, Practice Manager**.
2. If we receive a complaint by telephone or in person, we will listen and offer to refer the individual to the **Practice Manager** immediately. If the **Practice Manager** is not available at the time, we arrange a convenient time for the **Practice Manager** to contact the individual. The member of staff will take brief details of the issue and pass it to the **Practice Manager** and provide the individual with a copy. If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.

3. If we receive a complaint in writing or by e-mail, it will be passed immediately to the **Practice Manager**.
4. If a complaint is about any aspect of clinical care or associated charges, it will usually be referred to the dentist concerned, unless the individual does not want this to happen.
5. We will acknowledge a complaint in writing and enclose a copy of this code of practice as soon as possible, normally within **two working days**. We will offer to discuss the complaint with the individual, and confirm how they would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will inform the individual about how the complaint will be handled and the likely time that the investigation will take to complete. If the individual does not wish to discuss the complaint further, we will still inform them of the expected timescale for completing the investigation.
6. We will seek to investigate the complaint within **four weeks** and, as far as reasonably practicable, we will keep the individual informed as to the progress of the investigation.
7. When we have completed our investigation, we will provide the individual with a full written report, which will include an explanation of how we considered the complaint, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action taken and whether further action will be taken.
8. Proper and comprehensive records will be kept of any complaints received and the action we take. These records will be reviewed regularly to ensure that we take every opportunity to improve our service
9. If the individual making the complaint is not satisfied with the result of our investigation, we will advise them to refer the complaint to:

For complaints about NHS treatment:

**Abertawe Bro Morgannwg University Health Board**

1 Talbot Gateway, Baglan Energy Park, Baglan, Port Talbot  
SA12 7BR

Tel: 01639 683344

Fax: 01639 687675/687676

<http://www.abm.wales.nhs.uk>

or

**Public Services Ombudsman for Wales**

1 Ffordd yr Hen Gae, Pencoed CF35 5LJ (0845 601 0987 or [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk))

For complaints about private treatment:

**Dental Complaints Service**

Stephenson House, 2 Cherry Orchard Road, Croydon  
CR0 6BA

Tel: 08456 120 540.

or

**General Dental Council**

37 Wimpole Street, London, W1M 8DQ

or

**Healthcare Inspectorate Wales**

Rhydycar Business Park Merthyr Tydfil  
CF48 1UZ

Phone: 0300 062 8163

Email: [hiw@wales.gsi.gov.uk](mailto:hiw@wales.gsi.gov.uk)

## Annual NHS complaints report

It is important that all practices keep records of complaints and are able to provide details to their primary care organisation.

Annual NHS complaints report for the financial year ending 31 March YEAR	
Name of Contractor/dentist:	
NHS contract number:	
Practice name:	
Practice address:	
Number of NHS complaints received during the year	<input type="text"/>
Number of NHS complaints received during the year, which I decided were well-founded	<input type="text"/>
Number of NHS complaints, which I have been informed have been referred to the Health Services Commissioner or Local Commissioner (as appropriate)	<input type="text"/>
Summary of NHS complaints received <sup>1</sup> :	<div></div>
Signed by contractor/for and on behalf of contractor*	
Print name:	Date:

<sup>1</sup> Include subject matter of NHS complaint(s), any matters of general importance arising out of the NHS complaint(s) or the way in which they were handled and any matters or action which has been or is to be taken to improve services as a consequence of the NHS complaint(s).

\* delete as appropriate

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Further Resources:

ComplaintsHandling.pdf

Private complaints leaflet.pdf

Putting things right.pdf

Standards for the Dental Team (principle 5)

Held in digital format on the computer in the Manager's Office

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University Dental Care  
Complaints handling policy

Date created	29/12/2016
Created by	Jacquelyn Ryan GDC 131891
Date reviewed	22.2.18
Reviewed by	Jacquelyn Ryan 131891
Detail of any changes	Hannah Morrissey changed from Head Nurse to Practice Manager
Date all staff notified of any changes	

Date reviewed	
Reviewed by	
Detail of any changes	2023.08.01 – updated named complaint handler
Date all staff notified of any changes	

Date reviewed	
Reviewed by	
Detail of any changes	
Date all staff notified of any changes	