



## Complaints Policy

If you have a complaint or concern about the service you have received from the dentist or any of the staff working at this practice, please let us know. We operate a practice complaints procedure for dealing with complaints. Our complaints system meets national criteria.

How to complain:

We hope that most problems can be resolved easily and quickly. 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 12 months of the incident that caused the problem.

We accept complaints made verbally as well as written complaints.

Complaints should be addressed to Fyeza Sharif - Complaints Manager, or Mohammad Owise Sharif – Deputy Complaints Manager. You may ask for an appointment in order to discuss your concerns. We will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What shall we do:

We shall acknowledge your complaint within two working days and aim to investigate your complaint within 30 working days of the date when you raised it with us. We shall then be in a

position to offer you an explanation, or a meeting with the people involved. When we investigate your complaint, we shall 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 doesn't happen again
- Should a patient make a complaint or claim, we may need to provide information about the patient, and treatment they have received, to insurers, indemnifiers or legal advisers.

Complaining on behalf of someone else

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

Complaining to NHS Wales

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

Should you wish to make a direct complaint to NHS Wales please contact:

Public Services Ombudsman Wales

1 Ffordd Hen Gae

Pencoed CF35 5LJB97 9PT,

Telephone: 0300 7900 203 (Monday to Friday 8am to 6pm, excluding Welsh Bank Holidays) Email:

ask@ombudsman-wales.org.uk

For Private patients

Dental Complaints Service

37 Wimpole Street

London

W1G 8DQ

Telephone: 020 8253 0800

(Monday – Friday 9am – 5pm)

Complaints and HIW

HIW don't get directly involved with complaints made to the practice. They do, however, encourage giving feedback for service providers.

To send feedback to the HIW about please go to: [www.hiw.wales.gov.uk](http://www.hiw.wales.gov.uk). or Telephone: 03000 628 163 Monday to Friday, 8.30am to 5.30pm Excluding bank holidays

Approved By: Mohammad Owaise Sharif,

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