

# Abersychan Dental Surgery

## Complaints Procedure

### In case you have a cause to complain

If you have a complaint or a concern about the service you have received from the dentist or any of the staff working in this practice, please let us know. We operate a practice complaints procedure. Our complaint systems adheres to NHS and Welsh 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 dealt with 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 with Carys Miles in order to discuss your concerns. She will explain our complaints procedure to you and will ensure that your concerns are dealt with promptly.

### 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 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 this problem won't happen again

If we cannot fully investigate and respond to

your complaint within the time limits above, we will keep you fully informed of our progress.

### Complaining on behalf of someone else

Please note that we must keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their 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 the age of 16 years.

## Responding to your complaint

After we have considered your complaint and reviewed all information we can obtain in connection with it, we will reply fully to you, with details of:

- The nature and substance of your complaint as it was described to us by you
- The investigations we have undertaken to fully consider the matter complained of
- Our conclusions we have reached after a full investigation and the actions we will take, (if it is found that we have been at fault, failed in our duty of care to you or otherwise acted or failed to act in such a way as to give you cause of legitimate dissatisfaction) to ensure that such an act or omission should not occur again in future.

## What to do if you are unhappy with our response

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 following bodies at any time, if you feel you cannot raise your complaint with us or you are dissatisfied with the results of our investigation. If you wish further advice you should contact:

-If you would like support raising a concern, Llais can provide you with free, independent and confidential support.

Llais – Gwent Region, Raglan House, Llantarnam Business Park, NP44 3AB

Phone: 01633 838516

Email: [gwentadvocacy@llaiscymru.org](mailto:gwentadvocacy@llaiscymru.org)

For assistance in making a NHS complaint in Wales this is done through a process known as 'Putting Things Right'

- Anuerin Bevan University Health Board

St Cadocs Hospital, Lodge Road, Caerleon NP18 3XQ

Phone: 01495 745656

Email: [puttingthingsright.ABHB@wales.nhs.uk](mailto:puttingthingsright.ABHB@wales.nhs.uk)

- Healthcare Inspectorate Wales (HIW)

Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ

Phone: 0300 062 8163

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

For patients registered at this practice with Denplan Simply Health, you can contact them by telephone for advice:

0800 169 7220

General Dental Council (GDC) 37 Wimpole Street, London, W1M 8DQ

Phone: 020 7887 3800

If you remain unhappy about the results of our investigation and do not feel able to discuss this with us further, you do have the right to contact the Public Service Ombudsman for Wales who will review the matter. Phone: 0300 790 0203

Alternatively help with complaints and further advice can also be obtained from The Community Health Council:

-CHC

Phone: 0845 644 7814 / 02920 235558