

Complaints Policy and Procedures and Code of Practice for patients who wish to raise concerns

Complaints Policy

At Penarth Dental Healthcare we want to ensure that all our patients are pleased with their experience of our service. We take complaints very seriously indeed. If a patient makes a complaint, we will deal with the matter courteously and promptly so that it is resolved as quickly as possible. Our complaints policy and procedures are based on these objectives.

We display the General Dental Council's 6 core principles for ensuring that we get the most from patient feedback and complaints for the benefit of all In the waiting room / reception area.

At Penarth Dental Healthcare, we have an effective complaints system in place to ensure that identifying, receiving, recording, handling and responding to any comments, observations, concerns or complaints occurs within a strict timetable that is clearly documented. Our Code of Practice for patients who wish to raise concerns is displayed in policy folder in a locked cupboard and all patients and visitors should feel confident that they will be listened to and responded to without fear of discrimination or recrimination. Our Complaints Policy and Procedures are policy folder in a locked cupboard.

We aim to ensure that any complainant is treated sensitively and in a manner that respects their human rights and diversity.

We recognise that a complaint is any expression of dissatisfaction with our service, treatment or advice and that a complaint can be made by a variety of methods, including verbally, by sign language or in writing.

In situations where a patient may lack confidence to express their views, or require help to do so, they will be supported by helpful team members. All patients' complaints are fully documented and investigated and are dealt with fairly.

At Penarth Dental Healthcare, we view complaints as an opportunity to improve our service delivery and to learn lessons that will help us make changes with the intention of avoiding a repetition of any similar complaint.

To help us learn lessons from complaints, we track and analyse all our complaints to identify trends that will help us improve our service.

Our complaints procedures are monitored and reviewed regularly and the named contact who is accountable for doing this is Anthony & Christine Bannon.

This Policy was implemented on 28/02/2024.

This policy and relevant procedures will be reviewed annually and are due for review on 28/09/2026 or prior to this date in accordance with new guidance or legislative changes or as a result of learnings following a complaint.

Complaints Procedures

Verbal complaints

If a patient complains on the telephone, at the reception desk or anywhere else in the practice, we will listen sympathetically to their complaint and make notes about his/her issues or problems, provided that the patient consents to us doing this.

Having first listened to the patient's complaint, we will offer to refer him/her to Anthony Bannon immediately. If Anthony Bannon is not available at the time, the patient will be advised of when they will be able to speak to them and arrangements will be made for this to happen. If the patient has consented to their concerns or issues being written down, the team member will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable time period or if the patient does not wish to wait to discuss the matter, arrangements will be made for Christine Bannon to deal with it.

Our aim in handling verbal complaints is always to try to resolve the issue to the patient's satisfaction so that it does not escalate and become a written complaint.

Written complaints

- If the patient complains in writing the letter will be passed on immediately to Anthony Bannon.
- Complaints about clinical care or associated charges will be referred to the clinician concerned, unless the patient does not want this to happen.
- If a claim has begun, or if a complaint to one of the regulatory bodies has been made or intimated, advice and assistance should be sought from the relevant registrant's indemnity provider.
- A written response to a complaint with an accompanying copy of our Code of Practice Complaints Policy & Procedures will be sent as soon as possible, normally within two working days.
- We will investigate the complaint to enable us to give an explanation of the circumstances that led to the complaint within ten working days of receipt. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days, (30 days for NHS complaints) we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
- We will confirm the decision about the complaint in writing immediately after completing our investigation.
- We make and keep proper and comprehensive records of any complaint received.

If patients are not satisfied with the result of our procedure, then a complaint may be made to:

The Dental Complaints Service for complaints about private treatment

Address: 37 Wimpole Street, London W1G 8DQ

Phone: 0208 253 0800

Email: info@dentalcomplaints.org.uk

Healthcare Inspectorate Wales (HIW)

Address: Welsh Government, Rhydycar Business Park, Merthyr Tydfil. CF48 1U

Tel: - 0300 062 8163.

Email: - hiw@wales.gsi.gov.uk

The General Dental Council

Address: 37 Wimpole Street, London, W1M 8DQ

Tel: 0207 167 6000

Email: standards@gdc-uk.org

NHS Wales “Putting Things Right” for complaints about NHS treatment

- Local Health Board Cardiff and Vale University Health board, Maes y Coed Road, Cardiff CF14 4HH
- Community Health Council in Wales

Tel; 0845 644 7814 Email: enquiries@waleschc.org.uk

Other Contacts-

Citizen’s Advice Bureau Tel: - 0844 477 2020

Public Services Ombudsman for Wales Tel:- 0845 601 0987

Email: - ask@ombudsman-wales.org.uk

Address: - 1 Ffordd yr Hen Gae, Pencoed. CF35 5LJ

The Penarth Dental Healthcare Code of Practice for patients who wish to raise concerns

In Penarth Dental Healthcare we place great emphasis on meeting and whenever possible, exceeding our patients' expectations. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have very seriously.

If you have a concern regarding any aspect of your care, please let us know. We will do all that we can to resolve your concern to your satisfaction promptly and professionally.

Our aim is to respond to your concerns in a caring and sensitive way.

The person responsible for dealing with any concerns about the service we provide in this practice is Anthony Bannon.

If you raise an issue, you are concerned or unhappy about on the telephone or at the reception desk, after listening to a description of the problem the person with whom you raise your concern will try to resolve the issue to your satisfaction immediately.

If the person with whom you raise your concern is unable to resolve the issue for any reason, we will contact Anthony & Christine Bannon immediately. Should they be unavailable at the time, we will advise you when they will be available, and arrangements will be made for you to meet or speak with them.

If for any reason they are going to be unable to meet you or speak with you at a time that is convenient to you, we will arrange for another suitable member of the team to take responsibility for dealing with your concern or complaint.

The team member with whom you first raised your concern will take brief details from you and pass these to the complaints manager so that they can familiarise themselves with your concern prior to meeting you or speaking with you.

If you choose to write to us to express your concern rather than raising it verbally, your letter or email will be passed on to the relevant person immediately.

We will acknowledge any concerns you raise in writing within two days and we will also include a copy of this Code of Practice with our response. We will investigate your concern and report back within ten working days (thirty days for NHS complaints) of it being received. If we are unable to complete our investigations within ten working days for any reason, we will notify you, giving reasons for the delay and the likely period within which the investigation will be completed.

We will confirm the outcome of the investigation and any decisions made in writing.

We will keep proper and comprehensive records of any concerns or complaints received.

We will do all we can to resolve your issue, concern or complaint to your satisfaction. If, for any reason, you are not satisfied with the outcome or the procedure, we will advise you of other avenues open to you for raising concerns. These are:

Healthcare Inspectorate Wales (HIW)

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Email: info@dentalcomplaints.org.uk

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Email: standards@gdc-uk.org

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Document Change Record For Complaints Policy

The table below is used to register all changes to the policy:

Published Date	Document Version Number	Pages affected	Description of revision	Author
18/01/19	6.1	1	To include reference to General Dental Council's 6 core principles	PL
25/2/2022	6.3	4 & 6	Addition of Dental Complaints Service's details for complaints involving private dental treatment	IL
24/9/25	6.4		Updated to have two complaints managers	AB