

Complaints policy – NHS Treatments

Code of practice for patients complaints

At Restore Dental Group we take complaints very seriously and try to ensure that all of our patients are pleased with their experience of our service. We endeavour to deal with any complaints courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service would be The Clinical Manager. Please find contact details below.

Telephone Numbers:

St Mellons Dental Practice 02920 778899

Whitchurch Road Dental Practice 02920619461

Ponthir Dental Practice 01633 431299

Email address: info@restoredentalgroup.com

2. If a patient complains by telephone or in person, we will listen to their complaint and offer to refer him or her to The Clinical Manager immediately. If The Clinical Manager is not available at the time, then the patient will be told when they will be able to talk to them and arrangements will be made for this to happen. If we cannot arrange this within a reasonable period or if the patient does not wish to wait to discuss the matter, arrangements will be made for The Group Operational Clinical Manager, Laura Evans. Please find contact details below.

Telephone Number: 02920 619461 Email address: l.evans@restoredentalgroup.com

3. If the patient complains in writing or by e-mail it will be passed on immediately to The Clinical Manager.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.
5. We will acknowledge any complaint in writing and enclose a copy of the complaints policy as soon as possible, normally within 3 working days. We will offer to discuss the complaint at the time agreed with the patient, asking how the patient would like to be informed of develops, for example by telephone, letters or email. We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, we will still inform them of the expected time scale for completing the process.

6. We will seek to investigate the complaint speedily and efficiently and will keep the patient informed as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 28 days.
7. When we have completed our investigation we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.
8. We keep comprehensive records of any complaints received as well as any actions taken to improve services as a consequence of a complaint.
9. If patients are not satisfied with the result of our procedure then a complaint can be referred to:

Cardiff and Vale Local Health Board,

Concerns Department

Brecknock House,

Univeristy Hospital of Wales,

Heath Park,

Cardiff,

CF14 7XB

Aneurin Bevan Health Board

Judith Paget

Chief Executive

Aneurin Bevan University Health Board

St Cadoc's Hospital

Lodge Road

Caerleon

Newport NP18 3XQ

Email: Puttingthingsright.ABHB@wales.nhs.uk

The General Dental Council,

37 Wimpole Street,

London,

W1G 8DQ

Telephone Number: 0207 167 6000

Public Services Ombudsman for Wales (PSOW)

Public services Ombudsman for Wales,

1 Fford Yr Hen Gae,

Pencoed,

CF35 5LJ

Telephone Number: 03007900203

Fax: (01656) 641199

Website: www.ombudsman-wales.org.uk