



HAYDENDENTAL
Carmarthen

COMPLAINTS PROCEDURE

At Hayden Dental, we take complaints very seriously indeed and try to ensure that all patients are pleased with their experience of our service. When patients need to complain, they should be dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives:

Our aim is to respond to complaints in the way in which we would want to be handled. We learn from every mistake and we will respond to patients concerns in a caring and sensitive way.

1. The person responsible for dealing with any complaint about the service we provide is **Katie Hayden**
2. If a patient complains on the telephone or at the reception desk, we will listen to his/her complaint and offer to refer him/her to **Katie Hayden** or **James Hayden** if Katie is not on site. If James and Katie are not available at the time, a date and time should be arranged so that the patient may pass on his/hers concerns. The member of staff will take brief details of the complaint and pass them on. If the patient does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If the patient complains in writing the letter will be passed immediately to **James/Katie**.
4. If a complaint refers to any clinical aspect or is associated with charges it will normally be referred to the appropriate dentist unless the patient does not want this to happen.
5. We will acknowledge the patient's complaint in writing and enclose a copy of this code of practice as soon as possible (normally within 2 days). We will seek to investigate the complaint within ten working days of it being received to give an explanation of the circumstances that led to the complaint. If the patient does not wish to meet us, then we will speak to him/her on the telephone. If we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.
6. We will confirm the decision about the complaint in writing to the patient immediately after completing our investigation.
7. If patients are not satisfied with the results of our procedure then a complaint may be made to

FOR COMPLAINTS ABOUT NHS DENTAL TREATMENT

Hywel Dda Healthboard Dental Services, Withybush Hospital Conference Centre, Fishguard Road, Haverfordwest, SA61 2PZ

Or the Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank London SW1P 4QP, telephone: 0345 015 4033 or www.ombudsman.org.uk for complaints about NHS treatment.

FOR COMPLAINTS ABOUT ANY OTHER TREATMENT

The General Dental Council, 37 Wimpole Street, LONDON, W1M 8DQ

The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, Greater London CR9 2ER (Telephone: 08456 120 540) for complaints about private treatment