

Complaints Procedure

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.

The first step...

- Inform Nadine Phillips, our complaints Manager who is responsible for dealing with any complaint about the service that we provide. If she is not available a member of the team will take details of your complaint and pass this on at the next available opportunity.

What to expect...

- We will acknowledge your complaint in writing and provide you with a code of practice as soon as possible, normally within two working days. We will offer to discuss the complaint at a time agreed with yourself, and confirm how you would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings.
- We will keep you informed about how the complaint will be handled and will seek to investigate the complaint within 30 days and, as far as reasonably practicable, we will keep you informed as to the progress of the investigation.
- When we have completed our investigation, we will provide you with a full written report.

We're confident we'll be able to resolve any issues, but if you would like further advice please refer to the table below:

Complaints about private treatment		
General Dental Council	37 Wimpole Street London W1M 8DQ	
Dental Complaints Service	Stephenson House 2 Cherry Orchard Road Croydon CR0 6BA	08456 120 540
Complaints about NHS treatment		
Primary Care Clinical Governance Team	Betsi Cadwaladr University Health Board Preswylfa Hendy Road Mold CH71PZ	01352 803360
Betsi Cadwaladr University Health Board	The Concerns Team Ysbyty Gwynedd Penrhosgarnedd Bangor LL57 2PW	01248 384194 Concernsteam.bcu@wales.nhs.uk
Public Services Ombudsman for Wales	1 Ffordd yr Hen Gae Pencoed CF35 5LJ	0300 7900203 or ask@ombudsman.wales www.ombudsman-wales.org.uk