



## Private Complaints Policy

It is our aim for every patient of Penclawdd Dental Practice to have complete satisfaction with the treatment and care they receive. However, occasionally we understand that the service you have received may not reach your expectations.

If you feel that you are unhappy with the service here at Penclawdd Dental practice, we recommend that that you make a complaint within 2 months of the event concerned.

All staff at the practice are familiar with both the in house complaints policies, and the Private complaints procedure, which is covered annually during staff training, and will be happy to discuss with you the following steps:

- Initially we suggest that you contact the practice directly either in person or by telephone to discuss your concerns. The person you will need to contact is Elizabeth Lee, who is responsible for complaints at the practice.

We would hope that in most cases we can resolve any concerns without the need to make a formal complaint.

- However, should you still wish to continue with your complaint, please put your concerns in writing addressed to our complaints manager Elizabeth Lee.

We will acknowledge receipt of all complaints within 2 working days, and a written response will be completed within 10 working days.

- If having gone through both processes you still feel that your

grievance has not been resolved, please forward your complaint to Health Inspectorate Wales who will advise you of the complaints procedure that they have in place.

## Contacts

Health Care Inspectorate Wales  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ

Tel: 0300 06 28 163  
Fax: 0300 06 02 83 87  
[www.hiw.org.uk](http://www.hiw.org.uk)

Dental Complaints Service  
020 8253 0800

[info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

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