



How to complain – patient leaflet

We are sorry to hear that you may wish to complain or comment about our services. We are committed to maintaining the highest standards in all aspects of care so when patients wish to complain or comment on our services we listen carefully and want to know immediately. Our experience has shown that the best way to resolve your complaint is to manage it on a local basis by telling the practice directly that your unhappy and provide us with a chance to put things right, we can often sort out the problem there and then.

If you wish to make a verbal complaint: please ask to speak to the Practice Manager. If the manager is not present, the receptionist will arrange for the manager to phone you to discuss the complaint at the earliest opportunity.

If you wish to make a complaint in writing, please address it to the Practice Manager

Alternatively, may write directly to:

Ms. Fiona Patch Head of Clinical Quality.

Rodericks Dental Ltd
15 Basset Court
Loake Close
Grange Park
Northampton
NN4 5EZ

If you wish to make a complaint electronically, please e-mail:

Info@rodericksdental.co.uk

This dental practice is owned and operated by Rodericks Dental Ltd a dental body corporate.



NHS Dental care

For assistance in making your NHS complaint in Wales this is done through a process known as 'Putting Things Right'.

If you would rather not go directly to the practice, you can contact your Local Health Board or Trusts concern team.

Swansea Bay Local Health Board

Contact the health board on 01639 683316 who will advise on the next steps.

Cwm Taf Morgannwg Local Health Board

Telephone: **01443 744915** or email: CTHB_Concerns@wales.nhs.uk

Cardiff Vale Local Health Board

Telephone: 029 218 36318 or email: concerns@wales.nhs.uk

If you have received a response from the Health Board and are still not happy with this, you can contact the

Public Services Ombudsman for Wales.

1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ
Tel: 0300 790 0203

Online complaints at: ask@ombudsman.wales

This excludes oral complaints that are resolved to the complainant's satisfaction not later than the next working day. These are classified as concerns.

Our regulator The General Dental Council

Online complaints at: www.gdc-uk.org

Postal complaints at:

The General Dental Council
37 Wimpole Street
London
W1M 8DQ

Complaints by phone at: Tel: 020 7167 6000

You can find more information about the NHS complaints process, what to expect from it, and other ways to give feedback, on the Health in Wales website.

Support with raising concerns

If you would like support with raising a concern, Llais is available. They have a team of trained, dedicated complaints advocacy staff will provide you with the free, independent, and confidential support.

Llais team Neath and Swansea

Telephone: 01639 683490 or e-mail: nptandswansea.enquiries@llaiscymru.org

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Llais team Cwm Taf Morgannwg

Telephone: 01443 405830 or email: cwmtafmorgannwgenquiries@llaiscymru.org

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Llais team Cardiff and Vale

Telephone: 02920 750112 or email: cardiffandvaleenquiries@llaiscymru.org

Private dental treatment

The quickest and simplest way to resolve the problem is to speak with the Practice Manager, who may be able to sort it out there and then.

If you wish to make a complaint in writing, please address it to the Practice Manager.

Alternatively, may write directly to:

Ms. Fiona Patch Head of Clinical Quality and Support.

Rodericks Dental Ltd
15 Basset Court
Loake Close
Grange Park
Northampton
NN4 5EZ

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HIW

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

By email to: hiw@gov.wales

By telephone: 0300 062 8163

Website: www.hiw.org.uk/provide-feedback-about-healthcare-service

Public Services Ombudsman for Wales.

Online complaints at: ask@ombudsman.wales

Postal Address

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Complaints by phone at: Tel: 0300 790 0203

If you have already made a formal complaint and the problem has not been resolved, you can contact the Dental Complaints Service. The DCS provides a free and impartial service to help private dental patients and dental professionals to settle complaints about private dental care fairly and efficiently. The DCS can deal with your complaint if you would like an apology, a refund or a contribution to the cost of further treatment. They cannot deal with claims for compensation, or with complaints about dental plans.

- telephone **08456 120540** in office hours (Monday to Friday 9am - 5pm)
- E-mail: info@dentalcomplaints.org.uk or
- Complete a form via their website www.dentalcomplaints.org.uk

If your private treatment was through a dental plan, you should contact your plan provider as they will have a complaints process.

We hope that you will use our Practice Complaints Procedure. We believe this will provide the best chance of resolving the complaint, and an opportunity for us to improve our practice to prevent the same complaint being repeated.

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