

## **Our Complaints Procedure – NHS Treatment (Wales)**

At mydentist, we want all our patients to feel listened to, respected and cared for.

If something goes wrong, or you are unhappy with any part of your dental care, please let us know.

We handle NHS complaints in line with the **Listening to People – NHS Wales Complaints Process**, which focuses on listening, early resolution, openness and learning.

### **How we handle complaints**

#### **Resolving concerns locally**

- Our first priority is to listen to and resolve concerns at practice level wherever possible.
- Any member of the practice team can help you raise a concern.
- The Practice Manager is responsible for coordinating, investigating and responding to complaints.
- We aim to deal with concerns promptly and, where appropriate, resolve them at the earliest possible opportunity.
- Concerns should ideally be raised within twelve (12) months of the issue occurring. Where there is a good reason for delay, concerns raised after this time may still be considered.
- We will acknowledge your concern within five (5) working days.

#### **Early resolution and Listening Discussions**

As part of the Listening to People process, you have the right to be offered a Listening Discussion. A Listening Discussion gives you the opportunity to explain your concern in more detail and if it cannot be resolved during the discussion, to agree next steps. Listening Discussions can take place in person, by telephone or by video call, depending on your preference. If you have any communication needs, accessibility requirements or would like reasonable adjustments, please let us know.

Choosing not to have a Listening Discussion will not affect how your concern is handled.

#### **Acknowledgement and response times**

- Where early resolution is not possible, we aim to provide a full response within thirty (30) working days.
- If we need more time, we will explain the reason for the delay and confirm a revised response date.

#### **Complaints on behalf of someone else**

- If you are raising a concern on behalf of another person, we will need their consent before we can progress the complaint.
- When a parent or legal guardian raises concerns about a child under the age of 16, consent is not required.

## **Clinical treatment concerns**

- Where a concern relates to dental treatment, the Practice Manager will seek input from the treating clinician to ensure the response is accurate and comprehensive.
- If the treating clinician is unavailable, an appropriate alternative clinician may be consulted where necessary.

## **Other organisations you can contact**

### **Local Health Board**

- If you prefer not to raise your concern directly with the practice, you have the right to contact your Local Health Board (LHB) instead.

Details of Local Health Boards are available at reception or via:  
[www.wales.nhs.uk/ourservices/directory/LocalHealthBoard](http://www.wales.nhs.uk/ourservices/directory/LocalHealthBoard)

### **Healthcare Inspectorate Wales (HIW)**

- HIW does not investigate individual complaints, but you may share your concerns with them. They assess whether services are meeting the required standards and regulatory requirements.

Telephone: 03000 062 8163

Website: <https://www.hiw.org.uk>

Postal address: Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ

### **Advocacy services**

- You are entitled to free, independent advocacy at any stage of the NHS complaints process.
- Advocacy in Wales is provided by Llais, who can listen to your concerns and support you through the process.

More information can be found at: <https://www.llaiswales.org>  
Llais welcomes contact in English or Welsh.

Other advocacy services may also be available locally.

### **Escalating a complaint**

- We will do our best to resolve concerns locally.
- If you remain dissatisfied, you may request that your concern is reviewed by the mydentist Patient Support Team, before you contact the Ombudsman. Their contact details are available from the practice or via the mydentist website at [www.mydentist.co.uk](http://www.mydentist.co.uk)

- You also have the right to ask the Public Services Ombudsman for Wales to independently review your concern.

Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

Website: <https://www.ombudsman.wales>

### **Your data and privacy**

Under UK General Data Protection Regulation (GDPR), you have rights in relation to your personal information, including:

- The right to access the information we hold about you
- The right to request corrections
- In some circumstances, the right to request deletion

If you have concerns about how your information is used, please contact our Data Protection Team at: [dataprotection@mydentist.co.uk](mailto:dataprotection@mydentist.co.uk)