



NHS 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 you make a complaint within 2 months of the event concerned.

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

- Initially 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 in this 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 complaints please put your concerns in writing addressed to our complaints manager Elizabeth Lee.
- We will acknowledge receipt of your complaint within 2 working days, and a written response will be completed within 10 working days.
- If you have gone through both of these processes and still feel that your grievance has still not been resolved, please forward your complaint to the Public Services Ombudsman, then to SBU Health Board who will advise you of the complaints procedure they have in place.

Contacts

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Public Services Ombudsman for Wales
1 Old Field Road
Pencoed
Bridgend
CF35 5LJ
0300 7900203

Swansea Bay University Health Board
The Patient Feedback Team
Swansea Bay Head Quarters
1 Talbot Gateway
Port Talbot
SA12 7BR
01639 683363/683316
SBU.Complaints@wales.nhs.uk

Swansea Bay UHB Community Health Council
First Floor
Cimla Hospital
Neath
SA11 3SU