

# Morgan Street Dental

## Complaints Policy

We aim to provide the very best care and treatment and it is important that we welcome comments and learn from patients experiences, good or bad. The vast majority of our patients are happy with the treatment and service they receive at Morgan Street Dental surgery. Sometimes though things might not go as well as expected. When that happens we need to look at what went wrong so we can try and improve our service.

### What is a concern?

A concern is when you feel unhappy about any service provided at the dental surgery. By telling us your concern, we can apologize to you, investigate and try and put things right. We will also learn lessons and improve services where they need to be better.

### Who should I talk to about my concern?

If you feel able to do so, the best place to start is by talking to the staff who are involved in your care and treatment. They can try and sort out your concern immediately. If this doesn't help or you do not want to speak to them you can contact our practice complaints manager Grant Phillips

You can contact Grant in a number of ways:

In person at the practice

Over the telephone on 01443403747

Via email at [grantdentist@gmail.com](mailto:grantdentist@gmail.com)

By post at Morgan Street Dental  
20 Morgan Street Pontypridd  
cf37 2ds

If the Grant is not available at the time, then the patient will be told when they will be able to talk to the Complaints Manager and arrangements will be made for this to happen. The member of staff will make a written record of your complaint and provide the patient with a copy as well as passing it on to the Complaints Manager. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist concerned, unless the patient does not want this to happen.

### What happens next?

We will acknowledge the patient's complaint in writing and enclose a copy of this as soon as possible, normally within two working days. We will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail.

We will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. We will seek to investigate the complaint speedily and efficiently and we will keep the patient regularly informed, as far as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 7 days. If they are going to take longer then we will inform you of this.

When we have completed our investigation, we will provide the patient with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the practice is satisfied with any action it has already taken or will be taking as a result of the complaint.

Proper and comprehensive records are kept of any complaint received

as well as any actions taken to improve services as a consequence of a complaint

What should you do if you are still unhappy?

If you are not satisfied with the result of our procedure then a complaint may be referred to:

For NHS treatment:

- Dental Complaints Service  
Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA  
Phone: 08456 120 540  
Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk) Website:  
[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

- Public Services Ombudsman for Wales  
Phone: 0845 601 0987 Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

- Citizens Advise Bureau - 0844 499 4718

- Cwm Taf Health Board  
Headquarters  
Ynysmeurig House  
Navigation Park  
Abercynon  
CF45 4SN

Tel: 01443 744800  
Fax: 01443 744888

For private treatment:

- Dental Complaints Service  
Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA  
Phone: 08456 120 540

Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk) Website:  
[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ the dentists' registration body.

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

Phone: 0300 062 8163 Fax: 0300 062 8387

E- mail: [hiw@wales.gsi.gov.uk](mailto:hiw@wales.gsi.gov.uk)