



The Parkway
Private Clinic

The Parkway Private Clinic
Lamberts Road
SA1 Waterfront
Swansea
SA1 8EL

In case you have cause to complain

If you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a practice complaints procedure. Our complaints system adheres to NHS Welsh national criteria.

How to Complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be dealt with in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days or at most a few weeks – because this will enable us to establish what happened most easily. If it is not possible to do that, please let us have details of your complaint:

- within 6 months of the incident that caused the problem; or
- within 6 months of discovering that you have a problem, provided this is within 12 months of the incident.

Complaints about the treatment you received should be made to the dentist who normally sees you. Alternatively, you may ask for an appointment with the Complaints Officer Dr Phil Majoe (Director) or Operational Manager Sian Majoe in order to discuss your concerns. He/she will explain our complaints procedure to you and will ensure that your concerns are dealt with promptly. It will help if you are as clear as possible about your complaint.

What We Shall Do

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to give you an explanation, or offer a meeting with those involved.

In investigating your complaint, we shall aim to:

- find out what happened and what went wrong
- enable you to discuss the problem with those concerned, if you would like this;
- ensure you receive an apology, where this is appropriate;
- identify what we can do to make sure the problem does not happen again.

If we cannot fully investigate and respond to your complaint within the time limits above, we will keep you fully informed of our progress.

(continued)

Complaining on Behalf of Someone Else

Please note that we must keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do

so. A note signed by the person concerned will be needed, unless they are incapable of providing this because of physical or mental illness or are a child under 16 years.

Responding to your complaint

After we have considered your complaint and reviewed all the information we can obtain in connection with it, we will reply fully to you, with details of:

- The nature and substance of your complaint as it was described to us by you
- The investigations we have undertaken to fully consider the matter complained of
- Our conclusions we have reached after a full investigation and the actions we will take, (if it is found that we have been at fault, failed in our duty of care to you or otherwise acted or failed to act in such a way as to give you cause for legitimate dissatisfaction) to ensure that such an act or omission should not occur again in the future.

What to do if you are unhappy with our response

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to complain to the following bodies at any time, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. If you wish to obtain further advice you should contact:

- Healthcare Inspectorate Wales (HIW)
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Phone: 0300 062 8163

E- mail: hiw@wales.gsi.gov.uk

You may also like to contact the General Dental Council for more advice.

- General Dental Council
37 Wimpole Street
London
W1M 8DQ
Tel. 0207 167 6000

E-mail: Complaints@gdc-uk.org

If your dental treatment was provided under **private** arrangements, you can contact:

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- Dental Complaints Service
37 Wimpole Street
London
W1G 8DQ
Tel. 020 8253 0800

E-mail: info@dentalcomplaints.org.uk

If your treatment was provided under **National Health Service** arrangements, you can contact the Patient Feedback Team who handle complaints, claims and incidents on 01639 683363/683316 or email:

abm.feedbackteam@wales.nhs.uk

Or you can write to:

- The Patient Feedback Team
ABMUHB Head Quarters
1 Talbot Gateway
Port Talbot
SA12 7BR

For those patients registered with this practice with **Denplan** you can contact Denplan by telephone for advice: 0800 401 402.

If you remain unhappy after an attempt at resolution of your complaint by either the practice or one of the above organisations, then you may request a review of your complaint by the Ombudsman:

- Public Service Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ
Tel: 0845 601 0987
<http://www.ombudsman-wales.org.uk/>

Other contact details for bodies who provide support for those wishing to raise a concern

- ASC (Advocacy Support Cymru)
ascymru.org.uk
Tel: 029 2054 0444

- Age Concern
ageuk.org.uk
Tel: 029 2043 1555

- Citizens Advice Bureau (Swansea Neath Port Talbot)
Second Floor
City Gates
50A Wind St
Swansea
SA1 1EE
Tel: 0808 278 7926