

Cathedral Orthodontics Ltd Complaints Procedure

In our practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

Who should I talk to?

The best person to speak to about an issue is the member of staff involved with your care. They will try to find a resolution to your concerns immediately. If your complaint cannot be resolved this way or you would rather speak to our complaints manager, her name is:

Mrs Margaret Anthony

Tel: 02920 233 528

Email: margaret@cathedralorthodontics.co.uk

She will explain our complaints procedure to you and will ensure that your concerns are dealt with promptly. Concerns may be raised in any format, including verbally (in person or by telephone), by email or letter. If you wish to raise a concern in the Welsh language you are free to do so.

What we will do?

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within 20 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with those involved. In investigating your complaint we will

- Listen to your concerns and try to resolve them as quickly as possible
- Look into what happened and speak to those involved in your care
- Let you know what we have found and what we are going to do to put things right
- Make sure you receive an apology, where this is appropriate

How soon should I raise my concern?

It is best to raise your concern as soon as possible so that we can investigate it as fully as possible. You can take up to 12 months to do so, or longer if there are good reasons for the delay.

Who can raise a concern?

You can raise a complaint yourself or someone, for example a friend or relative, can do so on your behalf. You will need to give them written permission to do so however.

Can I get help with my concern?

Yes. The Cardiff and Vale Community Health Council provide an independent advocacy service and free and confidential support. They can be contacted at: www.communityhealthcouncils.org.uk/cardiffandvale Tel: 029 2037 740. Park House, Greyfriars Road, Cardiff, CF10 3AF

What if you are still not happy?

Although we hope you will be happy with our response to your complaint, if you wish to raise your complaint about NHS treatment with the Local Health Board their complaints manager can be contacted at:

- PCIC offices, Cardiff Royal Infirmary, Glossop Terrace, Cardiff, CF24 0SZ. Tel: 029 2049 2233

Complaints can also be raised with:

- Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ. Tel: 0300 790 0203
www.ombudsman-wales.org.uk. ask@ombudsman-wales.org.uk (for NHS complaints)
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ.
- Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA. Tel: 020 8253 0800 (for private complaints)