



Complaints Policy

1. Policy Statement

Porthcawl Dental Care is committed to safe, effective, patient-centred care. Feedback and complaints are welcomed to support improvement. Complaints are handled fairly, openly, and without discrimination, in line with HIW Standards, Putting Things Right (NHS Wales), GDC Standards, and UK GDPR.

2. Scope

Applies to all patients (NHS/private), all staff, and all complaint types (clinical/non-clinical, verbal/written).

3. Responsibilities

Responsible Individuals: Eifion Roberts & Bharat Nagrani – overall accountability.

Complaints Managers: Sylvia Barnes / Jo Harvey – manage complaints, investigations, responses, and reporting.

4. Raising a Concern

Complaints can be made in person, by phone - 01656 783217
email Porthcawldental@outlook.com or in writing.

Complaints should usually be made within 12 months. Consent is required if made on behalf of a patient.

5. Immediate Concerns

Minor issues will be resolved promptly where possible and recorded.

6. Formal Complaints Process

Acknowledgement: Within 2 working days.

Investigation: May include records review, staff input, and root cause analysis if needed.

Response: Usually within 10 working days, including findings, explanation, apology, and actions. Delays over 30 days will be communicated.

7. Escalation

If unresolved:

- NHS: Public Services Ombudsman for Wales
- Advocacy: Llais
- Private: Dental Complaints Service
- Professional concerns: General Dental Council

8. Confidentiality

Complaints are kept separate from clinical records and handled in line with UK GDPR. Records retained securely for at least 8 years.

9. Recording & Governance

All complaints are logged, reviewed regularly, and used to inform improvements, audits, training, and policy updates. Serious issues are escalated.

10. Duty of Candour

Where harm occurs, patients will be informed, given an explanation and apology, and actions will be documented.

11. Staff Responsibilities

Staff must report complaints, cooperate with investigations, maintain professionalism, and complete training.

12. Review

Policy reviewed annually or sooner if required. Approved by Responsible Individuals.

13. Accessibility

Available in practice, online, and in alternative formats on request