

## How to complain?

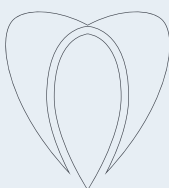
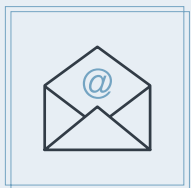
We welcome all feedback, both positive and negative, and we will approach your complaint as an opportunity to learn and improve our service in the future. We will not react defensively to your complaint and your confidentiality and access to our services will be protected.



You can raise your concern directly to any member of our team **verbally** in person or by **calling** the practice.



Alternatively, you can **email** or **write** to the practice manager directly.



Should you prefer to contact Portman Dental Care directly you can do so by emailing **complaints@portmandental.co.uk**

PORTMAN  
dental care

## Feedback & complaints

PORTMAN dental care



[portmandentalcare.com](http://portmandentalcare.com)

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At Portman Dental Care we pride ourselves on the high quality of care we provide our patients and we aim to look after you as we wish to be looked after ourselves. However, if you have any concerns or comments regarding your dental care which you wish to raise, we will address these as a matter of priority.

## Our core principals

- All of your feedback is important to us.
- We want to make it easy for you to raise a concern or complain, if you need to.
- We follow a complaints procedure and keep you informed.
- We will try to answer all your questions and any concerns you raise.
- We want you to have a positive experience of making a complaint.
- Your feedback helps us to improve our service.

## Our commitment to you

We will take your complaint seriously and we will respect your confidentiality.

- ✓ We will acknowledge your complaint in writing within 3 working days.
- ✓ We will alert our complaints coordinator of your complaint.
- ✓ If your complaint is regarding clinical care, your complaint will be passed to the treating clinician in order for them to provide a response and resolution.
- ✓ We will aim to provide a response to your complaint in full within 20 working days.
- ✓ If there is a delay in providing you a response, we will contact you and advise you of the delay at the earliest possible time.



## Third Party Escalation

If you're not happy with how your complaint has been handled, then please get in touch with our Complaints team, who can be contacted at [complaints@portmandental.co.uk](mailto:complaints@portmandental.co.uk)

Please note that complaints that relate to treatment by your dentist or another independent practitioner, will be passed back to them for a secondary review.

Alternatively, you can contact the relevant third party at any time throughout your complaints process should you wish to, the contact details for these can be found below.

### Private patient

Health Inspectorate Wales

Welsh Government, Rhydcar Business Park,  
Merthyr Tydfil CF48 1BR

**Tel:** 0300 062 8163 | **Email:** [hiw@gov.wales](mailto:hiw@gov.wales)

Dental Complaints Service

Dental Complaints Service, 37 Wimpole Street,  
London W1G 8DQ

**Email:** [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

**Online form:** [contactus.gdc-uk.org/dcs/  
Complaint/PrivatePatients](https://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients)

### Denplan patient

The Head of Customer Services, Denplan  
Limited, Hambleden House Waterloo Court,  
Andover SP10 1LQ

**Email:** [ClinicalMediationService@simplyhealth.co.uk](mailto:ClinicalMediationService@simplyhealth.co.uk)

### NHS patient

Freepost RTJR-ZKJG-JZTC

Patient Support Services, Hywel Dda University Health Board,  
Fishguard Road, Haverfordwest SA61 2PZ

**Email:** [hdhb.patientsupportservices@wales.nhs.uk](mailto:hdhb.patientsupportservices@wales.nhs.uk)

**Fax:** 01437 773353 | **Text:** 07891 142240

Or

### Public Services Ombudsman for Wales,

1 Ffordd Y Hen Gae, Pencoed, Bridgend CF35 5LJ

**Tel:** 0300 790 0203

**Email:** [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

NHS patients can raise concerns directly to their local health board, contact information for your local health board can be found at: [wales.nhs.uk/ourservices/  
contactus/nhscomplaints](https://wales.nhs.uk/ourservices/contactus/nhscomplaints)