

Patient Complaints Procedure

Our commitment to you

We are committed to providing a high standard of care and service. If you are unhappy with any aspect of your experience, please let us know so we can put things right.

We take all concerns and complaints seriously. We will:

- Listen and treat you with respect
- Handle your complaint fairly and confidentially
- Keep a record of the concern and use feedback to improve our service

Raising a concern or complaint will not affect your ongoing care or treatment.

How to raise a concern or complaint

You can share your concern or make a complaint in a way that suits you:

- Speak to us in person or call: 01267 234941
- Write to us at: 13 Water Street, Carmarthen, Carmarthenshire, SA311PY
- Email: info@waterstreetdental.co.uk

The person responsible for managing complaints is the Practice Manager, Apurba John Bhattacharjee.

If your concern relates to the Practice Manager/Registered Manager, you can speak to any member of our team, who will ensure it is passed to the appropriate person. Alternative arrangements are in place to ensure your concern is handled fairly.

If you prefer, you can ask someone to raise a complaint on your behalf, such as a family member or representative.

What happens next?

We will acknowledge your concern

We aim to acknowledge your complaint as soon as possible, and not later than 5 working days after we receive it.

At this stage, we will offer you a “listening discussion”. This is a chance for you to:

- Explain your concerns
- Ask questions
- Discuss what you would like to happen next
- Agree on your preferred methods of communication
- Understand what support is available to you

You may choose whether to have this discussion or decline it.

Stage 1 - Early Resolution

Where possible, we aim to resolve your concern quickly, usually within 10 working days of acknowledging it.

Stage 2 – Formal investigation

If your concern is more complex or cannot be resolved straight away, we will carry out a full investigation.

We will:

- Look into your concerns fairly and carefully
- Keep you updated on progress (usually every 10 days)

Our response

After investigating your complaint, we will write to you to explain:

- What we have looked at
- What we found
- Any action we have taken or will take

We aim to respond as soon as possible and usually within 30 working days, unless we have agreed a different timeframe with you. If there are any delays, we will let you know and explain why.

Time limits for making a complaint

It is usually helpful to raise your complaint:

- Within 12 months of the event, or
- Within 12 months of becoming aware of the issue

If you contact us after this time, we will still consider your complaint, but we may not be able to resolve it if it cannot be investigated fairly and effectively due to the time that has passed.

Changing your mind

You can withdraw your complaint at any time by letting us know.

If you are not satisfied

We hope to resolve your concerns, but if you remain unhappy, you can obtain further support from:

- Llais (*Independent support and advice regarding NHS complaints*)
Tel: 029 20 235 558
Web: [Contact us | Llais](#)
- Public Services Ombudsman for Wales (*Complaints regarding NHS treatments*)
Tel: 0300 790 0203
Web: [Welcome to the Ombudsman | Public Services Ombudsman Wales](#)
- Dental Complaints Service (*Complaints regarding Private treatments*)
Tel: 020 8253 0800
Web: [Dental Complaints Service](#)
- Healthcare Inspectorate Wales (*Concerns about the practice*)
Tel: 0300 062 8163
Web: [Provide feedback about a healthcare service | Healthcare Inspectorate Wales](#)
- General Dental Council (*Concerns about a Dental Professional*)
Tel: 020 7167 6000
Web: [Concerns about dental professionals](#)

Support is also available for Welsh language concerns and financial matters. Please speak to a member of staff for further details.

Gweithdrefn Cwynion Cleifion

Ein hymrwymiad i chi

Rydym wedi ymrwymo i ddarparu gofal a gwasanaeth o safon uchel. Os ydych yn anhapus ag unrhyw agwedd ar eich profiad, rhwch wybod i ni felly gallwn wella pethau.

Rydym yn cymryd pob pryder a chwyn o ddifri. Byddwn yn:

- Gwrando a thrin chi gyda pharch
- Ymdrin â'ch cwyn yn deg ac yn gyfrinachol
- Cadw cofnod o'r pryder a defnyddio adborth i wella ein gwasanaeth

Nid fydd codi pryder neu wneud cwyn yn effeithio are ich gofal na'ch triniaeth barhaus.

Sut i godi pryder neu gwyn

Gallwch rannu eich pryder neu wneud cwyn mewn ffordd sy'n addas i chi:

- Siaradwch â ni wyneb yn wyneb neu ffoniwch: 01267 234941
- Ysgrifennwch atom: 13 Water Street, Carmarthen, Carmarthenshire, SA311PY
- E-bostiwch: info@waterstreetdental.co.uk

Y person sy'n gyfrifol am reoli cwynion yw Rheolwr y Practis, Apurba John Bhattacharjee.

Os yw eich pryder yn ymwneud â Rheolwr y Practis/Rheolwr Cofrestredig, gallwch siarad ag unrhyw aelod o'n tîm, a fydd yn sicrhau ei fod yn cael ei drosglwyddo i'r person priodol. Mae trefniadau amgen ar waith i sicrhau bod eich pryder yn cael ei drin yn deg.

Os yw'n well gennych, gallwch ofyn i rywun godi cwyn ar eich rhan, fel aelod o'r teulu neu gynrychiolydd.

Beth sy'n digwydd nesaf?

Byddwn yn cydnabod eich pryder

Ein nod yw cydnabod eich cwyn cyn gynted â phosib, ac nid hwyrach na 5 diwrnod gwaith ar ôl i ni ei derbyn.

Ar y cam hwn, byddwn yn cynnig "trafodaeth wrando" i chi. Mae hwn yn gyfle i chi:

- Esbonio eich pryderon
- Gofyn cwestiynau
- Trafod beth hoffech chi ei weld yn digwydd nesaf
- Cytuno ar eich dulliau cyfathrebu dewisol
- Deall pa gymorth sydd ar gael i chi

Gallwch ddewis a ydych am gael y drafodaeth hon neu ei gwrthod.

Cam 1 – Datrysiaid Cynnar

Lle bo'n bosibl, ein nod yw datrys eich pryder yn gyflym, fel arfer o fewn 10 diwrnod gwaith i'w gydnabod.

Cam 2 – Ymchwiliad Ffurfiol

Os yw eich pryder yn fwy cymhleth neu os na ellir ei ddatrys ar unwaith, byddwn yn cynnal ymchwiliad llawn.

Byddwn yn:

- Edrych ar eich pryderon yn deg ac yn ofalus
- Eich diweddarau ar gynnydd (fel arfer pob 10 diwrnod)

Ein hymateb

Ar ôl ymchwilio i'ch cwyn, byddwn yn ysgrifennu atoch i egluro:

- Yr hyn yr ydym wedi edrych arno
- Yr hyn a ganfuom
- Unrhyw gamau yr ydym wedi'u cymryd neu y byddwn yn eu cymryd

Ein nod yw ymateb cyn gynted â phosibl ac fel arfer o fewn 30 diwrnod gwaith, oni bai ein bod wedi cytuno ar amserlen wahanol gyda chi. Os bydd unrhyw oedi, byddwn yn rhoi gwybod i chi ac yn egluro'r rheswm dros hynny.

Terfynau amser ar gyfer gwneud cwyn

Fel arfer, mae'n ddefnyddiol codi eich cwyn:

- O fewn 12 mis i'r digwyddiadau, neu
- O fewn 12 mis i ddod yn ymwybodol o'r mater

Os byddwch yn cysylltu â ni ar ôl yr amser hwn, byddwn yn dal i ystyried eich cwyn, ond efallai na fyddwn yn gallu ei datrys os na ellir ymchwilio iddi yn deg ac yn effeithiol oherwydd yr amser sydd wedi mynd heibio.

Newid eich meddwl

Gallwch dynnu eich cwyn yn ôl ar unrhyw adeg drwy roi gwybod i ni.

Os nad ydych yn fodlon

Gobeithiwn ddatrys eich pryderon, on dos ydych yn parhau'n anfodlon, mae cymorth pellach ar gael:

- Llais (*Cymorth a chynghor annibynnol ynghylch cwynion y GIG*)
Tel: 029 20 235 558
Web: [Cysylltwch â Ni | Llais](#)
- Ombwdsmon Gwasanaethau Cyhoeddus Cymru (*Cwynion am driniaethau GIG*)
Tel: 0300 790 0203
Web: [Croeso i'r Ombwdsmon | Ombwdsmon Gwasanaethau Cyhoeddus Cymru](#)
- Dental Complaints Service (*Cwynion am driniaethau preifat*)
Tel: 020 8253 0800
Web: [Dental Complaints Service](#)
- Arolygiaeth Gofal Iechyd Cymru (*Pryderon am y practis*)
Tel: 0300 062 8163
Web: [Darparu adborth am wasanaeth gofal iechyd | Arolygiaeth Gofal Iechyd Cymru](#)
- General Dental Council (*Pryderon am Gweithiwr Deintyddol Proffesiynol*)
Tel: 020 7167 6000
Web: [Concerns about dental professionals](#)

Mae cymorth ar gael hefyd ar gyfer pryderon ynghylch y Gymraeg a materion ariannol. Siaradwch ag aelod o staff am fwy o fanylion.