

## Code of Practice for Handling Patient Complaints

We want our service to meet your expectations. If you have a concern or complaint about any aspect of our service, we want to know what mistakes we made and identify how we can improve to ensure that we meet your expectations in future. Our aim is to learn from any feedback we receive and improve the service we provide to our patients.

We will deal with complaints courteously and promptly and aim to resolve the matter as quickly as possible.

### **Making a complaint**

If you wish to make a complaint or simply let us know how we could have done better, please contact Nicola Fahiya our Complaints' Manager:

- By telephone 029 2023 3528
- By email at [mail@cathedralorthodontics.co.uk](mailto:mail@cathedralorthodontics.co.uk)
- By letter to  
Mrs Nicola Fahiya, Complaints Manager  
Cathedral Orthodontics  
80 Cathedral Road  
Pontcanna  
Cardiff, CF11 9LN
- In person.

You may find it more convenient to make an appointment with Complaints' Manager to ensure that she can dedicate sufficient time to meet with you.

If you contact the practice to make a complaint and the Complaints' Manager is not available, we will arrange a convenient time for them to contact you. We will ask you for brief details of your complaint so that the Complaints' Manager can gather any useful information before contacting you. You will be given a copy of the notes made for the Complaints' Manager. Alternatively, you can discuss your complaint with Sarah Llewellyn, our Practice Manager.

If the matter requires a more immediate response, we will arrange for a senior member of the dental team to deal with it.

If your complaint is about your dental treatment or the fee charged, we will usually ask the dentist concerned to contact you, unless you do not want this.

We acknowledge all complaints in writing and enclose a copy of this code of practice as soon as possible, normally within 2 working days.

## **Investigating a complaint**

We will offer to discuss the complaint with you and will ask how you would like to be kept informed of developments – by telephone, letters or e-mail or by face-to-face meetings. We will let you know how we will deal with your complaint and the likely time that the investigation will take to complete. If you do not wish to discuss the complaint further, we will still let you know the expected timescale for completing the investigation.

We will investigate your complaint within 4 weeks and, as far as reasonably practicable, will let you know how our investigation is progressing.

When we have completed our investigation, we will provide you with a full written report, unless you have told us that you do not wish for further communication. The report will explain how we considered the complaint, the conclusions we reached for each part of your complaint, details of any remedial action we have taken and whether further action is needed.

## **Records**

We keep proper and comprehensive records of any complaints that we receive and the action we have taken following investigation. We review these records regularly to ensure that we recognise our mistakes and take every opportunity to improve our service.

## **If you are not satisfied**

If your complaint was about your dental treatment and you are not satisfied with the result of our investigation, you can take up the matter with a relevant external organisation.

### **For complaints about NHS treatment:**

#### **Cardiff and Vale University Health Board**

Address: Chief Executive  
Cardiff and Vale University Health Board  
Maes y Coed Road  
Llanishen  
Cardiff, CF14 4HH

Telephone the Health Board Concerns Office (between 9am to 5pm, 7 days a week): 029 2183 6318 or 029 218 36319 or 029 218 36323

Email: [concerns@wales.nhs.uk](mailto:concerns@wales.nhs.uk)

For BSL users the phone line is accessible via sign live <https://youtu.be/YgxdvhI9X4E> please see the video explaining the service.

or

#### **Public Services Ombudsman for Wales**

Address: Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed, CF35 5LJ

Telephone: 0300 790 0203

Email: [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

**For complaints about private treatment:**

**Dental Complaints Service**

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

Telephone: 020 8253 0800 (Monday to Friday 9am – 5pm)

Enquiry form online: <https://contactus.gdc-uk.org/dcs/Complaint/PrivatePatients>

Date: January 2026

Review date: January 2027