

Welcome to Glenhaven

We are very proud of our practice and the standards that our practice team hold when treating you. We know that most of our patients support us by the number of kind and generous compliments we receive every year.

We like to know we are doing a good job for you, however, if we are not, or you have concerns about your care in our Practice, then please let us know. We try to ensure that all patients are pleased with their experience of our service & we take concerns or complaints very seriously indeed. When patients complain or relay concerns, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

We base this procedure on these objectives:

We aim to provide you with a professional, courteous and efficient service.

We respond to patients' concerns in a caring and sensitive way.

The people ultimately responsible for complaints about the service we provide are the dentists of the Practice:

We aim to use any compliments, concerns or complaints as a learning tool to improve training and outcomes



Compliments

WE ENJOY MAKING OUR
PATIENTS

Happy

We Take Pride in your
Treatment & Our Service.

WE LOVE YOUR KIND
COMPLIMENTS &
RECOMMENDATIONS

We Get Many Kind Thank
You Letters, Cards &
Small Gifts Which Are
Very Much Appreciated.

WE HAVE MANY
PATIENTS WHO
RECOMMEND US TO
THEIR FAMILY & FRIENDS

We Try Our Very Best For
All Our Patients.
We love to see you

Smile.



What happens to your concern or complaint

In our experience, our patients are extremely happy with the services & treatments we provide. However, sometimes you may not be happy about or satisfied about something. What should you do....

Firstly, tell us about it.

We would very much like the opportunity to put things right. You may talk to any member of staff you prefer. We will try our very best to help you. If we don't do that to your satisfaction, then please write to us and we will investigate your concern & assist you through our in-house complaints procedure.

Please write to:

Mr Christopher Griffiths LLB, Business Manager
Glenhaven, 129 Cardiff Road, Taff's Well, Cardiff, CF15
7PP.

If a complaint is about any aspect of clinical care or associated charges, it will normally be referred to the dentist concerned, unless the patient does not want this to happen.

We aim to acknowledge all concerns within 2 working days (weekends and bank holidays not included) and provide a full response within 30 working days. If we are unable to do this, we will let you know the reasons for the delay

However, if you do have a more serious concern (e.g. the standards of the treatment we provide) that we are unable to rectify to your satisfaction, there are others you can contact.

Overleaf you will see contact names and addresses of various organisations who may be able to assist you.

But please let us try to solve your concern first.



Organisations

PRIVATE PATIENTS CAN CONTACT EITHER

Health Inspectorate Of Wales, Welsh Government, Rhydycar
Business Park, Merthyr Tydfil, CF48 1UZ
TEL:0300 062 8163
Email: hiw@wales.gsi.gov.uk

GDC Private Dental Complaints Service, Stephenson House, 2
Cherry Orchard Road, Croydon, CRO 6BA
TEL: 0208 253 0800
Website: www.dentalcomplaints.org.uk

Our Awards

2013 - Premium Practice Dentistry Awards:
WINNER - Practice Style and Design

2017 - The Dental Awards:
WINNER- Best Practice Design and Interior UK

2019 - The Dentistry Awards:
WINNER - Best Practice in Wales

2019 - The Dentistry Awards:
WINNER - Best Practice Design and Interior UK

2021 - Private Dentistry Awards:
WINNER- Most Improved Practice in the UK
(South)

2021 - Private Dentistry Awards:
WINNER- Practice of the Year, South west

2021 - The Dentistry Awards:
WINNER - Best Practice, Southwest, and Wales

2023 - The Dental Awards
Team of the Year (Highly Commended)

2023 - The Dental Awards UK
Practice of the Year (Commended)

DENPLAN PATIENTS CAN CONTACT

Denplan Members Complaints, Denplan Complaints Handling
Team,
Denplan Ltd, Denplan Court, Victoria Rd, Winchester, SO23 7RG
TEL: 0800 169 7220
Email: cae@denplan.co.uk

FOR COMPLAINTS ABOUT DENTAL PROFESSIONALS CONTACT

The General Dental Council (GDC) on:
Telephone: 02071 676000, Website: www.gdc-uk.org
Or Write to: GDC Fitness to Practise Team, 37 Wimpole Street,
London, W1G 8DQ



Compliments,
Concerns &
Complaints
Guidance



GLENHAVEN