



COMPLAINTS PROCEDURE

Lourens Bester T/A Valley Dental

2-3 Boston Terrace, London Road, Valley, Holyhead, LL65 3DU

Lourens Bester T/A Valley Dental are authorised and regulated by the Financial Conduct Authority FRN 626604. We act as a credit broker not a lender and offer finance from one lender.



Patient Complaints Procedure (Wales)

It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible. We take complaints very seriously, we investigate them in a full and fair way and take great care to protect your confidentiality. We learn from complaints to improve our care and service. We will never discriminate against patients who have made a complaint.

Lourens Bester is the Complaints Manager and will be your personal contact to assist you with any complaints. If your verbal complaint is not resolved to your satisfaction within 24 hours or if you complain in writing, For **NHS** the Complaints Manager will acknowledge it in writing within 2 working days and will aim to provide a full response in writing within 30 working days. For **Private** the Complaints Manager will acknowledge it in writing within 3 working days and will aim to provide a full response in writing within 10 working days.

If the Complaints Manager is unavailable, we will take brief details about the complaint and will arrange for a meeting when they are next available. We will keep comprehensive and confidential records of your complaint, which will be stored securely and only be accessible by those who need to know about your complaint.

If the complaint investigation takes longer than anticipated the Complaints Manager will keep you informed of the reason for the delay, the progress of the investigation and the proposed date it will be completed.

When the investigation has been completed, you will be informed of its outcome in writing and invited to a meeting to discuss the results and any practical solutions that we can offer to you. These solutions could include replacing treatment, refunding fees paid, referring you for specialist treatments or other solutions that meet your needs and resolve the complaint.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take it further, please see the contacts below.

NHS

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly. If you do not feel you can raise a complaint about your NHS service directly with us, you can address your complaint directly to the central concerns team in Ysbyty Gwynedd Bangor:

Address: The Concerns Team, Ysbyty Gwynedd, Bangor, Gwynedd, LL57 2PW, Tel: 01248 384194, Fax: 01248 385318, Email: ConcernsTeam.bcu@wales.nhs.uk

Private

If you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly. If you do not feel you can raise a complaint about your private service directly with us, you can address your complaint directly to the Health inspectorate:

Address: Health inspectorate Wales, Rhydycar business park, Merthyr Tydfil, CF48 1UZ, Tel: 0300 062 8163

For private dental treatment you can contact the GDC private dental complaints service within 12 months of the treatment or within 12 months of becoming aware of the issue by calling 020 8253 0800 or visiting www.dentalcomplaints.org.uk.

If you feel that the practice isn't meeting its duties regarding the Welsh language you can raise your concern with the Welsh Language Commissioner by calling 0845 6033 221 or visiting <http://www.comisiynyddygyrmaeg.cymru>. If you would like support or advice regarding your NHS complaint you can contact the local Community Health Council by calling [CHC contact details here.]

If you are still unhappy about your NHS complaint, you can contact The Ombudsman for Wales by calling 0300 790 0203 or visiting www.ombudsman-wales.org.uk. You can also contact Healthcare Inspectorate Wales (HIW) who is the independent inspectorate and regulator of all healthcare in Wales by calling 0300 062 8163.

The General Dental Council is responsible for regulating all dental professionals. You can complain using their online form at www.gdc-uk.org contact them on information@gdc-uk.org or by calling 020 7167 6000



Our Procedures for finance

Any complaint verbal or written, including electronically, will be referred to our complaint's manager at the earliest opportunity or to a member of the senior management if the complaints manager is unavailable. We will also

- Record details on the firm's system immediately
- We will not delay your complaint by asking you to write to us about your complaint
- We will acknowledge the complaint in writing promptly
- We will make contact to seek clarification on any points where necessary
- Fully investigate the complaint
- Keep you informed of our progress
- Discuss with you our findings and proposed response
- Ensure that our firm partners have a compliant complaints procedure and are communicating with their customer using this
- Provide clear deadlines to respond

You will receive contact from us advising on progress if we cannot respond immediately. We will let you have our final response as soon as possible and not later than eight weeks.

Customers may express dissatisfaction to us about our products and services. We will need to establish whether or not the complaint relates to the information given, the firm or the service and installation. If unclear, this must not delay investigation and we will proceed with our own investigation. The complaints manager will review this matter and take the complaint to the firm for them to investigate and provide a written explanation and any supporting information. This may include photos, checklists or remedial satisfaction notes.

Investigation

The complaints manager will establish the nature and scope of the complaint having due regards to the Financial Conduct Authority's direction:

- Deal with complaints promptly and fairly
- Give complainants clear replies and, where appropriate, fair redress
- We may take up to 8-weeks to provide a response

Eligible Complainants

It is the firm's policy to treat all complainants the same, however, *eligible complainants*, customers that have purchased goods and services using a lenders finance, are legally defined and have additional rights in law that we must acknowledge and adhere to.

The Financial Conduct Authority complaints rules apply to complaints:

- Made by, or on behalf of an *eligible complainant*.
- Relating to regulated activity.
- Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience.

Final response

This will set out clearly our decision and the reasons for it. If any compensation is offered a clear method of calculation will be shown.

The firm must include details of the Financial Ombudsman Service in the final response if dealing with an *eligible complainant* and a regulated activity, we will:

- Explain that the complainant must refer the matter to the ombudsman within six months of the date of the final response letter or the right to use this service is lost
- Indicate whether or not we consent to waive the relevant time limits.



Complaints Settled within 3 business days

Complaints that can be settled to the customer's satisfaction within 3 business days can be recorded and communicated differently.

Where we consider a complaint to be resolved to the customer's satisfaction under this section, the firm will promptly send a '**Summary Resolution Communication**', being a written communication from them which:

- (1) refers to the fact that the customer has made a complaint and informs them that they now consider the complaint to have been resolved to the customer's satisfaction.
- (2) The firm will tell the customer that if they subsequently decide that they are dissatisfied with the resolution of the complaint they may be able to refer the complaint back to the firm for further consideration or alternatively refer the complaint to the Financial Ombudsman Service;
- (3) Provide the website address of the Financial Ombudsman Service; and
- (4) Refer to the availability of further information on the website of the Financial Ombudsman Service.

In addition to sending you a **Summary Resolution Communication**, the firm may also use other methods to communicate the information where:

- (1) We consider that doing so may better meet the customer's needs; or
- (2) They have already been using another method to communicate about the complaint. This may include recorded calls, emails or text messages.

Closing a complaint

We will consider a complaint closed when we have made our final response to the customer. This does not prevent a customer from exercising any rights they may have to refer the matter to the Financial Ombudsman Service.

Financial Ombudsman Service

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman. The firm undertakes to pay promptly any fees levied by the Ombudsman.

How Long You Have to Complain to the Financial Ombudsman Service

You have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date the final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

Contact:

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk



Gweithdrefn Cwynion Cleifion (Cymru)

Ein nod ni bob amser yw cael cleifion bodlon, bodloni eich disgwyliadau gofal a gwasanaeth, a datrys unrhyw gwynion mor effeithlon, effeithiol a chwrtais â phosib. Mae cwynion yn peri pryder mawr i ni ac rydym yn ymchwilio iddynt o ddifrif, mewn ffordd lawn a theg, ac yn cymryd llawer o ofal i warchod eich cyfrinachedd. Rydym yn dysgu oddi wrth gwynion er mwyn gwella ein gofal a'n gwasanaeth. Ni fyddwn yn gwahaniaethu yn erbyn cleifion sydd wedi gwneud cwyn.

Os nad ydych yn gwbl fodlon gydag unrhyw agwedd ar ein gofal neu ein gwasanaeth, cofiwch roi gwybod i ni cyn gynted â phosib os gwelwch yn dda, fel ein bod yn gallu rhoi sylw i'ch pryderon yn brydlon. Os nad ydych yn teimlo bod posib i chi fynegi cwyn am wasanaeth y GIG yn uniongyrchol i ni, gallwch gwyno'n uniongyrchol i'r central concerns team in Ysbyty Gwynedd Bangor on Tel: 01248 384194

Lourens Bester yw'r Rheolwr Cwynion a'ch cyswllt personol chi i'ch helpu gydag unrhyw gwynion. Os na chaiff eich cwyn lafar ei datrys er boddhad i chi o fewn 24 awr, neu os ydych wedi cwyno'n ysgrifenedig, bydd y Rheolwr Cwynion yn eich cydnabod yn ysgrifenedig o fewn 2 ddiwrnod gwaith ac wedyn bydd yn ceisio darparu ymateb llawn yn ysgrifenedig o fewn 10 diwrnod gwaith.

Os nad yw'r Rheolwr Cwynion ar gael, byddwn yn cymryd manylion cryno am y gŵyn ac yn trefnu cyfarfod pan mae ar gael nesaf. Byddwn yn cadw cofnodion cynhwysfawr a chyfrinachol am eich cwyn a byddant yn cael eu cadw'n ddiogel ac ar gael i'r rhai sydd angen gwybod am eich cwyn yn unig.

Os bydd ymchwiliad eich cwyn yn cymryd mwy o amser na'r disgwyl, bydd y Rheolwr Cwynion yn rhoi gwybodaeth gyson i chi am y rheswm dros yr oedi, am gynnydd yr ymchwiliad, ac am y dyddiad arfaethedig ar gyfer ei gwblhau.

Pan fydd yr ymchwiliad wedi'i gwblhau, byddwch yn cael gwybod am y canlyniad yn ysgrifenedig ac yn cael gwahoddiad i gyfarfod i drafod y canlyniadau ac unrhyw ddatrysiadau ymarferol y gallwn eu cynnig i chi. Gallai'r datrysiadau hyn gynnwys cyfnewid triniaeth, ad-dalu ffioedd sydd wedi'u talu, eich cyfeirio i gael triniaethau arbennig neu ddatrysiadau eraill sy'n diwallu eich anghenion ac yn datrys y gŵyn.

Rydym yn dadansoddi cwynion cleifion yn rheolaidd er mwyn dysgu oddi wrthynt ac er mwyn gwella ein gwasanaethau. Dyma pam rydym bob amser yn croesawu eich adborth, eich sylwadau, eich awgrymiadau a'ch cwynion. Os ydych yn anfodlon gyda'n hymateb i gŵyn, mae croeso i chi fynd â hi ymhellach. Gweler y manylion cysylltu isod.

Manylion Cysylltu

Ar gyfer triniaethau deintyddol preifat, gallwch gysylltu â gwasanaeth cwynion deintyddol preifat y Cyngor Deintyddol Cyffredinol o fewn 12 mis i gael y driniaeth neu o fewn 12 mis i ddod yn ymwybodol o'r broblem, drwy ffonio 020 8253 0800 neu fynd i www.dentalcomplaints.org.uk.

Os ydych yn teimlo nad yw'r practis yn bodloni ei ddyletswyddau o ran yr iaith Gymraeg, gallwch fynegi eich pryder wrth Gomisiynydd y Gymraeg drwy ffonio 0845 6033 221 neu fynd i <http://www.comisiynyddygybraeg.cymru>.

Os hoffech gael cefnogaeth neu gyngor am eich cwyn am y GIG, mae posib cysylltu â'r Cyngor Iechyd Cymunedol Lleol drwy ffonio [CHC contact details here.] Os ydych dal yn anfodlon gyda'ch cwyn am y GIG, gallwch gysylltu ag Ombudsmon Cymru drwy ffonio 0300 790 0203 neu fynd i www.ombudsman-wales.org.uk. Hefyd mae posib cysylltu ag Arolygiaeth Gofal Iechyd Cymru, sef arolygiaeth a rheoleiddiwr annibynnol ar yr holl ofal iechyd yng Nghymru, drwy ffonio 0300 062 8163.

Mae'r Cyngor Deintyddol Cyffredinol yn gyfrifol am reoleiddio pob gweithiwr deintyddol proffesiynol. Cewch gwyno gan ddefnyddio eu ffurflen ar-lein yn www.gdc-uk.org, drwy gysylltu â nhw ar information@gdc-uk.org neu drwy ffonio 020 7167 6000.