**Anthony Aesthetics- Complaints Policy**

I endeavour to ensure that all patients are pleased with their experience of my services and any complaints made are taken very seriously. If a complaint is made, it is dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Concerns should be raised within 12 months of treatment (it may be still possible to deal with a concern if a longer period of time has passed if there are good reasons for the delay)

All complaints will be directed to Dr Laura Anthony. Complaints can be made in person, or by email to landccope@yahoo.co.uk, by phone to 07775561264, or in writing to Dr Laura Anthony at Goodwins dental Practice, Cwmbran, NP44 4TA.

A complaint in writing will be acknowledged within two working days. L Anthony will offer to discuss the complaint at a time agreed with the patient, asking how the patient would like to be kept informed of developments; by telephone, face to face meetings, letters or email. I will inform the patient about how the complaint will be handled and the likely time that the investigation will take to be completed. If the patient does not wish to discuss the complaint, I will still inform them of the expected timescale for completing the process.

I will seek to investigate the complaint speedily and efficiently and I will keep the patient regularly informed as to the progress of the investigation. Investigations will be completed and a final written response provided within 30 working days. The report will include an explanation of how the complaint has been considered, the conclusion reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the clinic is satisfied with any action it has already taken or will be taking as a result of the complaint.

Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.

If a patient is not satisfied with the result of our procedure then a complaint may be referred to:

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

Telephone: 0845 601 0987 or [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

* Judith Paget, Chief Executive, Aneurin Bevan University Health Board, St Cadoc’s Hospital, Lodge rd, Caerleon, Newport, NP18 3XQ

Email: puttingitright.ABHB@wales.nhs.uk or Telephone: 01495 745656

* Community Health Council, 3rd Floor, 33-35 Cathedral Rd, Cardiff, CF11 9HB

Telephone: 02920 235 558/ 0845 644 7814 or Email: enquires@waleschc.org.uk

* The General Dental Council, 37 Wimpole street, London, W1M 8DQ