



Cathedral Dental Clinic

General, Cosmetic, Implants & Orthodontics

Patient Advice

If you have any complaint or concern about the care or service you have received from Cathedral Dental Clinic, please let us know as soon as possible.

We operate an informal, confidential in house procedure which we hope will resolve any problems quickly and efficiently.

Written complaints should be addressed to the Operations Manager, Mr Ali Tabai.

We aim to acknowledge any complaint within 2 working days, provide an explanation within 10 working days and aim to reach a satisfactory conclusion within 28 working days; however, in some cases extra time may be required.

At the end of the investigation you will be informed what conclusion has been reached and what (if any) action is being taken.

NB: This procedure does not affect your right to make representations to:

Local Primary Care Trust (Local Health Board)

Cardiff and Vale LHB

PCIC Offices

Cardiff Royal Infirmary

Glossop Terrace

CF24 0SZ

Tel: 02920 834 511

Or

HIW (Health Inspectorate Wales)

Welsh Government

Rhydycar Business Park

Merthyr Tydfil

CF48 1UZ

Tel: 0300 0628 163

Or

Public Services Ombudsman for Wales

1 Fford Yr Hen Gae

Pencoed

CF35 5LJ

Tel: 0300 790 0203