

Complaints Procedure (Listening & Learning)

At Dyfi Valley Health, we are committed to listening and learning from the people who use our services. Your feedback helps us improve the care we provide.

Raising a Concern or Complaint

If you are unhappy with any aspect of our service, please tell us. You can raise a concern:

- In person, by phone, email, or letter
- Through a representative (with your consent if required)

Please contact our **Practice Management Team**, who will:

- Listen to your concerns
- Discuss how you would like your complaint handled
- Agree the outcome you are seeking
- Keep you informed throughout

We aim to make this process accessible. Let us know if you need any support.

Our Commitment to You

We will:

- Treat you with dignity, respect, and compassion
- Be open and transparent
- Respond promptly
- Apologise and put things right where possible
- Learn from feedback to improve our services

(This process does not deal with legal liability or compensation.)

Confidentiality

We respect patient confidentiality. If a complaint is made on behalf of someone else, we may need their consent.

Timescales

- Acknowledgement within **2 working days**
- Early resolution within **10 working days** of acknowledgment
- Investigation, response & redress within **30 working days**

If your complaint is complex:

- We will update you within 30 working days
- Agree revised timescales with you
- Aim to conclude within **6 months**

If You Are Not Satisfied

If you are unhappy with our response, you can contact the

Public Services Ombudsman for Wales:

Tel: 0300 790 0203

Email: ask@ombudsman-wales.org.uk

Web: www.ombudsman.wales

Independent Support

How to Access Llais Advocacy in Powys

Tel: 01874 624206 / 01686 627632

Email: powysenquiries@llaiscymru.org

Web: www.llaiswales.org