

Complaints Procedure

We're always pleased to hear about aspects of our service that you have particularly appreciated. We also want to hear about any problems you've experienced so that we can deal with them and improve our service for the future. If you have a complaint about any aspect of our service, we'd like to address this straight away. If possible, please speak to a member of staff at the centre. We have a complaints handler who has had specific training. Or you may prefer to talk to the centre manager.

If we can't resolve your concerns there and then, you can make a complaint to the centre manager by telephone or in writing.

We aim to give you a written acknowledgement of your complaint within one working day of receipt. A full response will be made within 20 working days. All complaints are dealt with confidentially and impartially.

We keep a record of every complaint and look at how many we receive and the reasons why. We use this information along with our customer surveys to help make sure we continually improve the service we provide. This procedure does not affect your legal rights.

If we aren't able to resolve your complaint to your satisfaction The General Dental Council (organisation that regulates dental professionals in the UK) provides a free and impartial service. If you have a complaint about the private dental care you have received, please write to: Dental Complaints Service, Stephenson House, 2 Cherry Orchard Road, Croydon, CR0 6BA or visit: gdc-uk.org