

Complaints protocol

Last reviewed June 2012

- If you wish to make a complaint then please contact Tracey Carter Practice Manager, at the practice either by phone, e-mail or letter.
- We will investigate your complaint as speedily as possible and we will keep you informed of our progress.
- We will advise you of our findings in writing with a full report of our investigation and our conclusion.
- Any NHS patient who is dissatisfied with the outcome of a complaint can contact the Ombudsman who will investigate our decision independently. Details of the Ombudsman will be found on our report to you.
- If you are unhappy with any private treatment you have received, in the 1st instance contact Tracey Carter as above, your complaint will be dealt with as described above.
- If you are unhappy with our findings you can contact The Dental Complaints Service- 08456120540