

# SE9 DENTAL CARE

## COMPLAINTS PROCEDURE

All complaints are taken seriously. Most complaints arise from misunderstandings between patient and dentist and are easily resolved.

The lead person to contact if you have a complaint is – KEDAR GADGIL

- You can make a complaint by telephone, letter, or you can discuss it in private with the dentist.
- You will receive an acknowledgement of your complaint within 5 working days and will be given a time scale for your complaint to be dealt with.
- We will try to resolve the matter to the best of our abilities and always keep patients' best interest in mind.
- If you are unhappy with the resolution you can contact the following organisation: -

Dental Complaints Service  
37 Wimpole Street  
London  
W1G 8DQ  
Tel - 020 8253 0800



Reviewed - 17<sup>th</sup> December 2020  
Next Review- 17<sup>th</sup> December 2021

Reviewed on -20/12/21



Next Review:- 20/12/22

Reviewed on 6/2/24



Next Review: 6/2/25

Reviewed on -6/12/22



Next Review:- 6/12/23