

Complaints

We hope you are very happy with the service you receive from us here at Southfields Dental Centre. However we do know that problems can arise from time to time and, if you are not satisfied with your experience we would encourage you to discuss this with your dentist or hygienist alternatively you can speak to the reception staff.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled.

The person responsible for dealing with any complaint about the service which we provide is: Nicola Payne.

We will acknowledge the patient's complaint in writing within 3 working days and enclose a copy of our code of practice.

We will seek to investigate the complaint within fifteen working days of receipt to give an explanation of the circumstances which led to the complaint.

If patients are not satisfied with the result of our procedure then a complaint may be made to:

- The Dental Complaints Service (08456 120 540) for complaints about private treatment
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)