



PATIENT COMPLAINTS PROCEDURE

St Mary's Street Dental Practice takes patient complaints very seriously. Our aim is to deal with your complaint courteously and promptly.

Please address any verbal complaint to our Receptionist.

Our Receptionist will then pass the complaint on to our Practice Manager.

Please address any written complaint to our Practice Manager.

We aim to acknowledge your complaint as soon as possible but normally within five working days and then to respond formally as soon as possible but normally within two to six weeks.

If you are not satisfied with the outcome you are entitled to contact –

NHS Patients

Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP. Telephone – 0345 0154033

Private Patients –

The Dental Complaints Service, The Lansdowne Building, 2 Lansdowne Road, Croydon, London CR9 2ER. Telephone – 0845 6120540.

NHS and Private Patients

The General Dental Council, 37 Wimpole Street, London, W1M 8DQ.
Web Site – www.gdc-uk.org