

DENTURE PROSTHESIS CLINIC

COMPLAINTS PROCEDURE

IF YOU WISH TO COMPLAIN ABOUT ANY ASPECT OF OUR SERVICE, PLEASE CONTACT MR. STEPHEN CARSLAKE. Please note if you wish to make a complaint on behalf of someone else the patient's written consent must be obtained first.

WE ARE SORRY YOU FEEL THE NEED TO COMPLAIN, MR. CARSLAKE WILL ENDEAVOUR TO RESOLVE YOUR COMPLAINT STRAIGHTAWAY.

IF THIS IS NOT POSSIBLE:

YOU WILL NORMALLY BE SENT AN ACKNOWLEDGEMENT LETTER WITHIN THREE WORKING DAYS OF THE COMPLAINT HAVING BEEN RECEIVED (advising you when you can expect to hear again and enclosing a copy of this complaints procedure).

THERE WILL NORMALLY BE A RESPONSE TO YOUR COMPLAINT WITHIN TEN WORKING DAYS OF THE COMPLAINT HAVING BEEN MADE (in exceptional circumstances you will be updated with the progress at regular intervals of no more than ten working days).

YOU WILL THEN BE SENT A LETTER EXPLAINING WHAT HAS BEEN DECIDED AND WHAT PRACTICAL SOLUTIONS ARE BEING OFFERED.

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 regarding private treatment.
- Patient Advice and Liaison Service (PALS) on 0118 982 2829 for complaints regarding NHS treatments.
- The General Dental Council, 37 Wimpole Street, London. W1G 8DQ for both private and NHS related queries.