

COMPLAINTS NOTICE

At Austen Road Dental Practice, we endeavour to provide you with a high quality of dental care, delivered by highly skilled and competent clinicians and staff. All clinicians and dental care professionals are registered with the General Dental Council.

We aim to provide an excellent level of service to our patients putting their interests first. If, however, you feel that the treatment or level of service does not meet your expectations we request that you communicate your views to us either verbally by discussing your concerns with reception staff and/or the clinician carrying out your treatment or by writing to us.

We will acknowledge your complaint within three working days. We will then investigate your concerns and provide you with a response within ten working days.

We will endeavour to resolve any issues you may have but if you are still not satisfied you may contact the following independent bodies.

Dental Complaints Service (Private Treatment)
Stephenson House
2 Cherry Orchard Road
Croydon CR0 6BA
Tel: 020 8253 0800.
Email: info@dentalcomplaints.org.uk
Website: www.dentalcomplaints.org.uk

The General Dental Council
37 Wimpole Street
LONDON, W1M 8DQ
Tel: 0207 167 6000
Email: information@gdc-uk.org

CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne, NE1 4PA,
03000 616161
Email: enquiries@cqc.org.uk <http://www.cqc.org.uk/>