

Central Dental Complaints Policy

At Central Dental we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. We respond to customers' concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service we provide is Daljit Hothi.

We will acknowledge the patients complaint in writing, if it has been made in writing, and enclose a copy of the code of practice, normally within 3 working days. We will seek to investigate the complaint within 10 working days of receipt. If we are unable to investigate the complaint within 10 working days, we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

We will confirm the decision about the complaint in writing immediately after completing our investigation.

Proper and comprehensive records are kept of any complaint received.

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

The Dental Complaints Service or The General Dental Council.