Code of Practice for Complaints

We take complaints very seriously and try to ensure that a patient's complaint is dealt with courteously and promptly so that the matter is resolved as quickly as possible. We learn from every mistake that we make and we respond to patient's concerns in a caring and sensitive way. This procedure is based on these objectives.
The person responsible for dealing with any complaint about the service we provide is the Clinical Manager (Amelia Bray).

Nurse / Receptionist

If you are unhappy with the way you have been looked after please let the nurse/ receptionist know. If she is unable to deal with the matter she will refer it to Amelia. Alternatively if you are not satisfied with her response you may raise the matter with Amelia by contacting her directly on 01579 350831 or by writing to her at the address below.

Dental Surgeons

If you are unhappy with any aspect of the treatment you have received or the associated charges please discuss the matter with the dentist. If, however, you are not happy with the outcome of the discussion, or would prefer not to discuss the matter with the dentist, contact Amelia on 01579 350831 or by writing to her at the address below.
Amelia will acknowledge receipt of your complaint in writing and enclose a copy of this Code of Practice as soon as possible, normally within three working days.
She will try to investigate the complaint within five working days of the complaint being received to try and explain the circumstances, which led to the complaint.
Amelia will ask the patient to meet with her to discuss the issue, if however the patient would prefer then she will talk to her/him on the telephone.
If Amelia is unable to investigate the complaint within 5 working days she will notify the patient giving reasons for the delay and a likely period within which the investigation will be completed.
Amelia will confirm the decision about the complaint in writing to the patient 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 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 Complaints Manager, Cornwall & Isles of Scilly PCT (01726 77777) – for complaints about NHS treatment
The Healthcare Commission, Finsbury Tower, 103-105 Bunhill Row, London, EC1Y 8TG