

Complaints Procedure

In this Practice 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. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we want our complaints about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service that we provide is Asma Chaudhri, the practice complaints manager. You can contact her by calling her on 01784 432 641, emailing her at practicemanager@crownhousedentalpractice.co.uk or writing to her at Crown House Dental Practice, 4 Grange road, Egham, Surrey TW20 9QW with a description of your complaint. We endeavour to respond to acknowledge your complaint within 5 working days and respond fully to the complaint as soon as reasonably practicable.

If the complaint cannot be resolved locally then you may have to contact for NHS complaints:

NHS England at England.contactus@nhs.net. Tel 0300 311 2233

Write to them at: NHS England. Po box 16738 Redditch B97 9PT

If the complaint is regarding Private Treatment:

The Dental Complaints service at www.dentalcomplaints.org.uk. Tel 08456 120 540

Write to them at: The Lansdowne building, 2 Lansdowne Road Croydon. Greater London
CR9 2ER,

The general Dental Council, 37 Wimpole street, London, W1M 8DQ the dentists registration body.