

COMPLAINTS PROCEDURE

We are here to help and care for you and if there is anything at all you think we should know please tell us. We want to hear from you if you have any concerns about your treatment at the Practice, no matter how small they might be, or if you would like us to explain anything you are unsure about at any stage.

As with any treatment, things may not always work out as you or we may expect at the beginning and you can be assured that on the rare occasions where this happens we will always be keen to sort out problems. Please keep us informed, you can speak any member of the team, including Adele Welsh, Practice Manager info@ccdental.co.uk and we will do what we can to resolve any issues as effectively and quickly as possible.

The information below relates to our complaints procedure, any complaint will be taken seriously and managed individually.

Our procedure has been designed to be in line with the General Dental Councils (GDC) guidelines.

You can complain to us by e-mail to info@ccdental.co.uk or by letter addressed to Adele Welsh, Practice Manager, Church Court Dental Practice, 2 Church Court, Castle Street, Dumfries, DG1 1DE

We will ensure that:

- the Practice Manager is informed as quickly as possible
- you receive a confirmation of your complaint within 3 working days
- the relevant member/s of staff is/are notified
- we and the staff member/s involved will contact our legal indemnity providers in order to seek guidance on appropriate management of the complaint
- a full and fair investigation of your complaint will be carried out, respecting your confidentiality
- you are contacted within 10 days in writing regarding the outcome of our investigations. If additional time is required in order to arrive at a solution, you will be informed of this and kept updated regularly

If the solution presented by us is not acceptable to you, then please let us know at your earliest convenience.

If you feel we have not resolved your complaint accordingly, you can contact the Dental Complaints Service at www.dentalcomplaints.org.uk

The General Dental Council (GDC) information can be found at www.gdc-uk.org