



Complaints

If you have a complaint or concern about the service you have received from the dentists or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaint system adheres to national criteria.

How to Complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and with the person concerned. If your problem cannot be sorted in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally, within a matter of days.

Complaints about the treatment you received should be made to the dentist who normally sees you. Alternatively, you may ask for an appointment the Practice Manager in order to discuss your concerns.

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to give you an explanation.

Complaining on Behalf of Someone Else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have the permission to do so. A note signed by the person concerned will be needed, unless they are incapable of providing this because of physical or mental illness or are a child under 16 years.

Complaining to Dental Complaints Service

We hope that, if you have a problem, you will make use of our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to complain to the Dental Complaints Service, if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. If you wish further advice you should contact:

Dental Complaints Service
Stevenson House
2 Cherry Orchard Road
Croydon
CR0 6BA
Tel. 08456 120 540
E-mail: info@dentalcomplaints.org.uk

You may also like to contact The General Dental Council for more advice:

The General Dental Council
37 Wimpole Street
London
W1G 8DQ
Tel: 020 7887 3800
Tel: 0845 222 4141 (local rate)
E-mail: information@gdc-uk.org

For those patients who have a complaint regarding treatment they have received under the NHS can also contact the Primary Care NHS Trust – their contact details are as follow:

The NHS Lothian Complaints Team is based at:

Waverley Gate
2 – 4 Waterloo Place
Edinburgh
EH1 3EG
Tel: 0131 536 3370
Email: complaints.team@nhslothian.scot.nhs.uk

If you are still unhappy with the outcomes of the complaint you have made or the way in which it has been handled you may then request an investigation by the Scottish Public Services Ombudsman:

Scottish Public Services
Ombudsman
23 Walker Street
Edinburgh
EH3 7HX