

Complaints procedure

- Any complaints received whether by letter, e-mail or verbal will be responded to within 2 days wherever possible.
- First response will be by phone call or email to acknowledge the complaint, this will be done by Maxine whenever possible. In the event that Maxine isn't available, this will be done by Dominic or Chris. Clinicians may wish to contact their Dental Defence if they feel this is appropriate.
- Secondly an explanation/apology letter will be sent by the person dealing with the complaint, this will be a clinician if the complaint is concerning clinical work, or Maxine if the complaint involves reception.
- Hopefully this will resolve any issue, if not a discussion in person or over the phone should take place. If this still doesn't resolve the issue your defence union should be contacted.