



WHITE PEARL DENTAL PRACTICE



Complaints Procedure

Patient Information

Most dental care and treatment goes well, but things occasionally go wrong and you may want to complain. So where do you start?

Complaining about NHS dental treatment

Your dentist will always listen to your concerns and try to resolve your complaint.

If you wish to make a complaint about the care or service provided by White Pearl Dental Practice contact the practice manager Laura Russell responsible for the practice complaints procedure.

A full explanation of the complaints procedure for the practice is available on request.

Further information about making a complaint is available from:

- The NHS complaints section on NHS choices.
- NHS Central Midlands commissioning support unit on 0121 411 0414
- Citizens Advice Bureau
- The Care Quality Commission (CQC)- which does not settle individual disputes but your feedback about a practice helps it to decide when, where and what to inspect.

Failing these options you may wish to contact the Parliamentary and health service ombudsman on 0345 015 4033

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