

**Code of practice – Patient complaints**

In this practice we take complaints very seriously indeed 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. The procedure is based on these objectives. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

You can notify us of a complaint in the following manner:

**Email** – [info@julianwebber.com](mailto:info@julianwebber.com)

**Telephone** – 0207 935 6393

**In writing** for the attention Mr. Julian Webber – 121 Harley Street W1G 6AX

We will acknowledge your complaint in writing **within three working days** and we will seek to investigate the complaint within **ten working days** of receipt to give an explanation of the circumstances which led to the complaint. If the patient does not wish to meet us, then we will attempt to talk to them on the telephone or email (if preferred). If we are unable to investigate the complaint within the 10 working days stated we will notify the patient giving reasons for the delay and a likely period within in which the investigation will be completed.

We will confirm the decision about the complaint in writing immediately after completing our investigation. Proper and comprehensive records are kept of any complaint received.

If a patient is not satisfied with the result of our procedure than a complaint can be made to:

- **The Dental Complaints Service**, the Lansdowne Building, 1 Lansdowne Road, Croydon CR9 2ER – Telephone – 08456 120 540
- **The Care Quality Commission** – Citygate, Galloway, Newcastle Upon Tyne NE1 4PA – Telephone – 03000 61 61 61
- **General Dental Council**, 37 Wimpole Street W1M 8DQ, Telephone 0845 222 4141