

## **CODE OF PRACTICE FOR PATIENT'S COMPLAINTS AT THE TOWN HOUSE DENTAL PRACTICE**

The Town House dental practice takes all feedback received from our patients seriously.

We welcome and actively encourage your comments or suggestions, in order to enable us to improve the services we provide for you. If you feel dissatisfied or disappointment with any aspect of our service, please voice your concerns to any member of our team, at the time.

Alternatively, you may wish to later telephone, email or write to Sammy xx Practice Administrator, at the Town House

Email: [hello@thetownhouse.co.uk](mailto:hello@thetownhouse.co.uk)  
Phone: 01892 616062

### **Here at The Town House dental practice we promise to:**

- Listen to your concerns
- Write to you to acknowledge receipt of your complaint, within 3 days
- Fully investigate the events or issues you raise, liaising with all staff members involved, write to you with our findings, usually within 10 working days (or, if it is not possible to properly conduct the investigation within this time, we will write to explain the cause of its delay and provide you with the date by which our investigation will be concluded)
- Provide you with an apology
- Provide you with an appropriate remedy
- Treat you with respect and courtesy throughout
- Learn from the issues raised by your complaint, in order to prevent its repetition.

If you remain unhappy with our explanation or its outcome, you may direct your complaint to:

The Dental Complaints Service (DCS)  
Stephenson House  
2 Cherry Orchard Road  
Croydon CR0 6BA  
UK local rate 0345 222 4141  
From London 0207 887 3800  
[www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)