

# This dental team is regulated by the General Dental Council

The Council requires us to:

- Put patients' interests first
- Communicate effectively with patients
- Obtain patients' valid consent
- Maintain and protect patients' information
- Have a clear and effective complaints procedure
- Work with colleagues in a way that is in patients' best interests
- Maintain, develop and work within our professional knowledge and skills
- Raise concerns if patients are at risk
- Make sure our personal behaviour maintains patients' confidence in you and the dental profession

## This practice operates a complaints process which aims to resolve any issues or concerns.

These should be addressed to Joanne or Lucy Thompson

Tel No            01384 292666  
E-mail            info@wallheatdental.co.uk

We aim to acknowledge any such concern within two working days and to respond in full within ten working days. If we cannot fulfil these timescales, we will let you know promptly.

NHS patients who feel too uncomfortable to complain to Joanne or Lucy directly can make a complaint to NHS England instead

Tel No            0300 311 2233  
E-mail            [england.contactus@nhs.uk](mailto:england.contactus@nhs.uk).

In the unlikely event that the practice is unable to deal with any complaint to your satisfaction, you should contact:

For private patients:

Dental Complaints Service  
Tel: 020 8253 0800  
e-mail: info@dentalcomplaints.org.uk

For NHS patients:

The Parliamentary and Health Service Ombudsman:  
Millbank Tower, Millbank, London, SW1P 4QP  
Telephone: 0345 015 4033  
Website: <http://www.ombudsman.org.uk/about-us/contact-us>  
Send a text to the 'call back' service: 07624 813 005

