BESPOKE DENTAL
L O U N G E

How to make a complaint or a compliment

It is our aim to provide the best possible care in a friendly, efficient and safe environment. We are always trying to improve the service that we provide and we really need to know if we are doing things right and if not how we can improve them?

What should you do if you want to make a complaint?

Our aim is to sort things out as quickly and informally as possible. If you have a particular concern or complaint, please speak to someone involved in your treatment, such as the dentist, hygienist, nurse or receptionist. They are often best to deal with your concerns and will try to put things right there and then.

If you have been unable to put things right "on the spot" with a member of staff, you may wish to take your complaint up with the practice manager. If you wish to make a formal complaint, we ask you to put this in writing, giving the full details of your complaint. The practice manager will contact you on receipt of this letter giving you an approximate time of the investigation of your complaint. They may also require further information to help us understand exactly what has happened.

Once a full investigation has taken place a written response of findings will be forwarded to you, usually within 20 working days. Sometimes an investigation may take longer, if so, you will be contacted.

If for any reason you are unsatisfied with the results of your complaint you may contact an outer body to investigate the complaint independently on your behalf. This information is available from the manager.

What if I want to compliment or praise the practice or dentist?

If you are pleased with the care/service you have received within the practice and would like the staff involved to be praised, please let us know as it helps us develop a good practice and improve our quality of care we provide. You may let us know either verbally OR in writing your comments and using our suggestion box OR via google review QR code (found on reception).

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