

At the Shirland Dental practice we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When we receive a patients complain, it is dealt with courteously and promptly so that the matter is resolved as quickly as possible.

We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

The person responsible for dealing with any complaint about the service which we provide is Ms Lina Ahmed

If a patient complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer him or her to Lina immediately. If she is not available at the time, Lina can be contacted directly via email at Shirlanddental@gmail.com or arrangements will be made for Linato contact the patient by telephone or arrange an appointment on her return to the practice.

Alternatively, you may fill out our feedback form with an enclosed practice self addressed envelope and send this anonymously to the practice if you only wish to raise a concern but do not wish to be identified or contacted by the practice. If a complaint is received in writing, the letter will be passed on immediately to Lina Ahmed or the principle dentist Dr.Hamssa Mansour.

If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the dentist, unless the patient does not want this to happen.

We aim to acknowledge any complaint in writing normally within three working days. If required, 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 we are unable to investigate the complaint within ten working days we will notify the patient, giving reasons for the delay and a likely period within which the investigation will be completed.

Proper and comprehensive records are kept of any complaint received.

If patients are not satisfied with the result of our procedure then patients can refer to an independent regulated dental authority such as the Dental Complaints Service.