



## Complaints procedure for PS Dental Care

We pride ourselves on providing you with an excellent service, however if you feel that you are not satisfied with your treatment or feel you are unhappy with any aspect of your care, the practice has a formal complaints procedure.

Please call us 0207 437 6383 or ask to speak to the Practice Manager.

All calls are treated in the strictest confidence.

Patients may raise concerns verbally or in writing.

An acknowledgment will be raised in writing within two days.

The reply will give an estimate of the time required to investigate

the complaint and reply again, which would normally be within ten working days.

A written response, including the results of investigation will be issued.

For further information we provide patients with contact details

of the **Health Ombudsman** and the **General Dental Council**.

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