



Elmsleigh House Dental Clinic

Complaints policy for patients

At Elmsleigh House Dental Clinic we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service.

However, if you are not happy with the care or treatment you have received, you have the right to complain, have your complaint investigated, and be given a full and prompt reply.

In the first instance, please either call or speak to one of our receptionists, who will offer you the choice to speak directly with your dentist or to [Cat Collins \(Managing Director\)](#). If neither person is available, we will make arrangements for you to speak with them personally as soon as possible. They will take brief details of the complaint and pass them on as required.

If you would prefer to make your complaint in writing, you have the option of writing to us at the address below, marked for the attention of Cat Collins or your own dentist, or you can email the practice or Cat Collins directly:

Elmsleigh House Dental Clinic
6 Station Hill
Farnham
Surrey
GU9 8AA

Practice Email: info@elmsleighhouse.co.uk

Managing Director Email: cat@elmsleighhouse.com

We will acknowledge your complaint within two working days, and enclose a copy of our complaints policy.

We will seek to investigate your complaint within ten working days of receipt to give an explanation of the circumstances that led to the complaint; if this is not possible, we will notify you, giving the reasons for the delay and a likely period within which the investigation will be completed.

We will confirm the decision about the complaint in writing or via telephone immediately after completing our investigation.

Proper and comprehensive records are kept of any complaint received.

If you are not satisfied with the result of our procedure then a complaint may be made to:

- The Dental Complaints Service for complaints about private treatment
Tel: 08456 120 540. Email: info@dentalcomplaints.org.uk
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
Tel: 0845 2224141. Email: standards@gdc-uk.org
- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
Tel: 0300 0616161. Email: enquiries@cqc.org.uk