

## WINGHAM DENTAL PRACTICE COMPLAINTS PROCEDURE

We take any complaint or concern you may have very seriously and hope that in most cases this can be resolved easily and quickly by talking to Jessica our designated member of staff who deals with comments and complaints. If you wish to make a formal complaint, we have an in-house complaints policy. If possible, please put your complaint in writing to us and we will contact you within 14 days with a response.

If you are dissatisfied with the outcome of your complaint and wish to take the matter further:

For complaints relating to NHS services, please contact:

The National Contact Centre(for complaints)

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Telephone: 0300 311 2233

Postal address: NHS England. PO BOX 16738, Redditch, B97 9PT

For complaints relating to Private treatment, please contact:

The Dental Complaints Service

[info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)

Telephone : 08456 120 540

Postal address: Dental Complaints Service. Stephenson House, 2 Cherry Orchard Road Croydon CR0 6BA