

## Hilltop Dental Practice Complaints Policy

In this practice we place great emphasis on meeting and whenever possible, exceeding our patient's expectations. We try to ensure that all patients are pleased with their experience of our service and we take any concerns a patient may have seriously.

If you have a complaint or concern regarding any aspect of your care, please let us know. We will do all that we can to resolve the issue to your satisfaction both promptly and professionally. Our aim is to respond to patients' concerns in a caring and sensitive way.

The person responsible for dealing with any concerns or complaints about the service we provide is the Gillian Swinson, the Practice Manager. You can contact Gillian:

- by email: [dentalcare@hilltop-dental.co.uk](mailto:dentalcare@hilltop-dental.co.uk)
- by letter ✉
- or by telephone ☎ 01242 233774.

We will acknowledge any concerns raised in writing within three working days. We will investigate the concern and report back within ten working days of it being received.

If, for any reason, you are not satisfied with the outcome or the procedure, you may contact:

- The Dental Complaints Service for complaints about private treatment, Phone 0208 253 0800 Email: [info@dentalcomplaints.org.uk](mailto:info@dentalcomplaints.org.uk)
- The General Dental Council, 37 Wimpole Street, London, W1G 8DQ (the dentists' registration body)  
Phone: 0207 167 6000 Email: [standards@gdc-uk.org](mailto:standards@gdc-uk.org)
- NHS England for complaints about NHS treatment. PO Box 16738, Redditch, B97 9PT  
Phone: 0300 311 2233 Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)
- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne NE14PA Phone Email 03000 616161 [enquires@cqc.org.uk](mailto:enquires@cqc.org.uk)