

Complaints Procedure

At the Swissedent Denture Clinic it's really important to us that we meet your needs and exceed your expectations. We try and ensure that all of our patients are pleased with their experience of our service. We take any concerns a patient may have very seriously and aim to keep a high standard of service.

So if you have an issue you wish to raise regarding any aspect of your care, please let us know. We will do all that we can to resolve it, promptly and professionally. If there's anything about your care you'd like to discuss with us, it's best to first get in touch with a member of our team.

Our complaints procedure:

1. First point of call is our receptionist via a telephone, email or at the clinic.
2. If a patient complains at the desk or over the phone, we will listen and note down the complaint and refer them to the owner of the clinic. If the owner is not available we will arrange for the patient to be contacted as soon as the owner is available.
3. All written complaints should be addressed to Kashif Qureshi the owner of the company.
4. We will then send a acknowledgement letter within 3 days and enclose our complaints handling policy.
5. We will then investigate the complaint further within 10 working days. If the patient does not want to meet us, we can arrange for a telephone conversation to address the complaint.
6. If we are unable to investigate the complaint within 10 working days we will notify the patient.
7. We will confirm the conclusion of our investigation in writing immediately after completing the investigation.
8. All complaints are filed and stored.

If patients are not satisfied with the results of our procedure then a further complaint can be made to:

The General Dental Council
37 Wimpole Street, London, W1G 8DQ
WEB: www.gdc-uk.org
EMAIL: information@gdc-uk.org
PHONE: +44 (0)20 7167 6000