

Our Complaints Policy

At The family dental centre, we take complaints seriously. The person responsible for handling complaints is our Practice manager Hayley White. You have up to 12 months to raise a concern although consideration will be given beyond this time.

If you complain over the phone or in person, we will aim to refer you to Hayley white immediately. If this is not possible, then you will be advised to write to Hayley, where she will decide to discuss your complaint with you via telephone or in person or reply to you by letter. The member of staff will make a record of your complaint and give you a copy if requested.

If the complaint is in writing, it will be acknowledged within 3 working days from when it was received. This will be in writing, with a copy of our complaints handling policy. We will advise you how we will investigate the complaint and the likely time this will take. Once we have investigated the complaint, we will then provide a written report of our findings and future actions within 30 working days.