



## **Practice Complaints Procedure**

If you have any complaint you may have discuss with our Dental Team and your complaint will be dealt with promptly. A complaint may be expression of dissatisfaction by yourselves (or your representative) irrespective of justification or not.

Our team will liaise with the practice manger about your concern and will respond within 5 working days.

If you complaint is not resolved to your satisfaction, you can ask the Healthcare Commission (an independent body established to promote improvements in healthcare) for an independent review of your case.

**Healthcare Commission  
FREEPOST NAT 18958  
Complaints Investigation Team  
Manchester, M1 9XZ**

Tel: 0845 601 3012

Email: [complaints@healthcarecommission.org.uk](mailto:complaints@healthcarecommission.org.uk)

If you wish to make a complaint about the care or service provided by your NHS dentist or dental care professional, please contact your Local Area Team;

**Central Manchester Local Area Team,  
562-568 Stockport Rd,  
Manchester, M13 0RR**

Tel: 0161 225 9274

Further information about making a complaint is available from the Patient Advice and Liason Services (PALS) or from your local Independent Complaints Advocacy

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