

Reviewed 12/07/2023

This dental team is regulated by the General Dental Council

The Council requires us to:

- Put patients' interests first
- Communicate effectively with patients
- Obtain patients' valid consent
- Maintain and protect patients' information
- Have a clear and effective complaints procedure
- Work with colleagues in a way that is in patients' best interests
- Maintain, develop and work within our professional knowledge and skills
- Raise concerns if patients are at risk
- Make sure our personal behaviour maintains patients' confidence in you and the dental profession

This practice operates a complaints process which aims to resolve any issues or concerns.

These should be addressed to Joanne or Lucy Thompson

Tel No 01384 292666
E-mail office@wallheathdental.co.uk

We aim to acknowledge any such concern within two working days and to respond in full within ten working days. If we cannot fulfil these timescales, we will let you know promptly.

After 1 July 2023 if you want to make a complaint about primary care services to the commissioner you will now contact the Black Country Integrated Care Board instead of NHS England. You can do this by:

Telephone: 0300 0120 281

Email: bcicb.time2talk@nhs.net

Writing to us at: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

In the unlikely event that the practice is unable to deal with any complaint to your satisfaction, you should contact:

For private patients:

Dental Complaints Service
Tel: 020 8253 0800
e-mail: info@dentalcomplaints.org.uk

Website: <http://www.ombudsman.org.uk/about-us/contact-us>
Send a text to the 'call back' service: 07624 813 005

