

Acocks Green Dental Practice

Complaint Procedure

Patient Information

Most Dental care and treatment goes well, but things occasionally go wrong, and you may want to Complain. So where do you start?

Complaining

Complaining about NHS dental treatment

Your dentist will always listen to your concerns and try to resolve your complaint.

If you wish to make a complaint about the care or service provided by Acocks Green Dental Practice contact the Practice Manager Rebecca Solly responsible for the practice complaints procedure.

A full explanation of the Practice Complaints Procedure is available on request.

Further information about making a complaint is available from:

- your hospital's Patient Advice and Liaison Service (PALS) now known as Patient Experience
- the [NHS complaints section](#) on NHS Choices
- NHS Central Midlands commissioning Support Unit on 0121 411 0414
- the [Citizens Advice Bureau](#)
- the [Care Quality Commission](#) (CQC) – which does not settle individual disputes but your feedback about a practice helps it to decide when, where and what to inspect

Failing these options you may wish to contact the Parliamentary and Health Service Ombudsman on 0345 015 4033.

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