

Our Complaints Policy

At Seyf Dental we take complaints very seriously and try to ensure that all our patients are pleased with our dental service. The members of our team are trained to resolve complaints promptly, efficiently and politely.

Seyf Dental responds to all complaints in the time limits set by the Complaints Procedure and always provides constructive responses to complaints.

If a patient contacts us by telephone or speaks to reception with a complaint, we will immediately give the patient the option to speak personally with either the dentist or the practice manager. If neither person is available, then we will take the patient's details and make arrangements for the dentist or practice manager to speak with them as soon as possible.

If the patient complains in writing, then we will pass the letter on to either the dentist or the practice manager who will deal with the complaint promptly. If we are not able to resolve the complaint immediately, then we acknowledge the complaint in writing within 3 days and a response will be provided within 10 working days. If further investigation is required, the patient will be informed of the progress of the investigation and the proposed resolution date.

If a patient is not satisfied despite our best efforts to resolve the complaint they will be informed about other avenues that are open to them such as the GDC Dental Complaints Service.

All team members at Seyf Dental are regularly trained in complaint handling and are involved in the regular review of complaints, complaints procedures and management.

If you are not satisfied with the result of our procedure then a complaint may be made to:

- The Dental Complaints Service (08456 120 540) for complaints about private treatment
 - www.dentalcomplaints.org.uk
 - info@dentalcomplaints.org.uk
- The General Dental Council, 37 Wimpole Street, London, W1M 8DQ (the dentists' registration body)
 - www.gdc-uk.org
 - information@gd-uk.org
- The Care Quality Commission at Citygate, Gallowgate, Newcastle upon Tyne, NE14PA
 - www.cqc.org.uk
 - enquiries@cqc.org.uk

