

Our Complaints Procedure

Seyf Dental is committed to providing high quality dental care. We take complaints very seriously and try to ensure that all our patients are pleased with our service. It is our aim to always have satisfied patients, to meet your expectations of care and service and to resolve any complaints as efficiently, effectively and politely as possible.

If for any reason we have failed to meet expectations and you are not entirely satisfied with any aspect of our care or service please let us know as soon as possible to allow us to address your concerns promptly.

To address your complaint, please contact the reception and ask to speak with either your dentist Dr Seyf or the Practice Manager Maria Ando, who is responsible for running the complaints system and for ensuring the practice service and procedures are regularly monitored and improved. If neither person is available, we will take your details and make arrangements for you to speak with them as soon as possible.

If you would prefer to make your complaint in writing, please write to us at the address below and address it to either your dentist, Dr Patricia Seyf, or the Practice Manager, Maria Ando.

Seyf Dental
17 Station Road
Barnes
London
SW13 0LF

Email address: info@seyfdental.com

If we cannot resolve your complaint immediately it will be acknowledged in writing within 3 working days and we aim to provide a full response within 10 working days.

Should the complaint need to be investigated, this may involve the person who treated you, members of the team or others. In some cases the investigation may take longer than 10 working days, in which case you will be informed about the reason for the delay, the progress of the investigation and the proposed date it will be completed. When the investigation has been completed, you will be informed of the outcome in writing or by telephone.

We will keep comprehensive and confidential records of your complaint, which will be stored securely.

We regularly analyse patient complaints to learn from them and to improve our services. That's why we always welcome your feedback, comments, suggestions and complaints. If you are dissatisfied with our response to a complaint you can take it further, please see the contacts below.

Contacts

You can contact the GDC private dental complaints service by calling 0845 6120540, visiting www.dentalcomplaints.org.uk or emailing info@dentalcomplaints.org.uk

You can contact the Care Quality Commission by calling 03000 61 61 61, visiting www.cqc.org.uk or emailing enquiries@cqc.org.uk

The General Dental Council is responsible for regulating all dental professionals, you can contact them by calling 0845 222 4141, visiting www.gdc-uk.org or emailing information@gdc-uk.org

