

Park Dental Complaints Procedure

Park 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 the dental profession

Park Dental operates a complaints process which aims to resolve any issues or concerns. These should be addressed to Dr Farid Asghari and/or The Management team at Park Dental: Park Dental, 20 Kingland Road, Poole, BH15 1TP. Tel. No. 01202 674822 or email: reception@parkdentalpractice.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. In the unlikely event that the practice is unable to deal with any complaint to your satisfaction, you should contact:

For Denplan patients – contact Denplan:

- Patients contact the Customer Advisor team - 0800 401 402
- Dental practices contact the Practice Advisor team - 0800 328 3223

For NHS patients contact - contactus@nhs.uk

- Tel: 0300 311 2233
For Private Patients Contact -The Dental Complaints Service - Independent complaints service funded by GDC on 08456 120540 or www.dentalcomplaints.org.uk

For serious fitness to practice complaints regarding an individual dental professional contact:

- General Dental Council, 37 Wimpole St, Marylebone, London W1G 8DQ. Email: contactus.gdc-uk.org Tel: 020 7167 6000
- The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. Website: <http://www.financial-ombudsman.org.uk> Tel: 0800 0 234 567
- Care Quality Commission - (CQC) National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Fax: 03000 616171



20 Kingland Road | Poole | Dorset
BH15 1TP

01202 674822

reception@parkdentalpractice.co.uk
www.parkdentalpractice.co.uk