

Patient Complaints Procedure

At Preston House Dental, we would like to ensure that all our patients are pleased with their experience of our service. We listen to complaints in a serious manner. If a patient makes a complaint, we will deal with the matter courteously and promptly so that it is resolved as quickly as possible.

Preston House Dental has an effective complaints system in place to ensure that identifying, receiving, recording, handling and responding to any comments, observations or complaints occur within a strict timetable. All patients and visitors can be assured that they will be listened to and responded to without fear of discrimination.

Any person complaining will be treated in a manner that respects their human rights and diversity; in a sensitive manner and that the complaint can be made by a variety of methods either verbally, by sign language or in writing.

If a person complaining lacks confidence or requires help then we will provide helpful support. The complaint will be fully documented and fairly dealt with and following an investigation, lessons learned can lead to changes being made to avoid future complaints.

At Preston House Dental, we use a clear complaints procedure, which is monitored and reviewed.