

Upwell Road Dental Centre

84 Upwell Road

March

Cambs

PE15 0DA

Complaints procedure

Patient advice leaflet

If you have any complaints or concerns about the care you have received from this practice, please let us know.

We operate an informal, confidential in house procedure which we hope will resolve any concerns quickly and efficiently.

If a complaint is received via telephone [01354 653539 or 01354 651046] you will be referred to the Practice Manager, or will be advised to arrange an appointment with your dentist. Full notes of your concerns will be made and an investigation into your concerns started.

Please address written complaints to:-

Practice Manager,
84 Upwell Road,
March,
Cambs.
PE15 0DA

Whether your complaint has been received verbally or in writing you will be sent an acknowledgment letter and a copy of the code of practice for patient complaints. This will explain expected time frames for response and also give you information on how to pursue your complaint if you are not satisfied with our procedure.

NB This procedure does not affect your rights to make representations to the relevant authorities.

Our complaints procedure has been established using guidance from – The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

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