

## **Wellmeadow Dental Practice Complaints Procedure:**

At Wellmeadow Dental Practice we take complaints very seriously. If you have a complaint or concern please let us know by contacting one of our dentists or the practice manager, Claire Fyfe. You may do this in person, by telephone or via e-mail at: [clairefyfe@NHS.net](mailto:clairefyfe@NHS.net)

We hope that most problems can be sorted out easily and quickly and at the time they arise. If your problem cannot be sorted out this way and you wish to make a complaint, we would like you to let us know as soon as possible, as this will enable us to establish what happened more easily.

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 20 working days of the date when you raised it. In investigating your complaint, we shall aim to:

- Find out what happened and what went wrong
- Enable you to discuss the problem
- Identify what we can do to make sure the problem does not happen again

If you are dissatisfied with the results or the way your complaint has been handled you may contact one of the following:

**Greater Glasgow and Clyde NHS Board  
J B Russell House  
1055 Great Western Road  
GLASGOW  
G12 0XH**

**Scottish Public Services Ombudsman  
4 Melville Street Edinburgh  
EH3 7NS**

**General Dental Council  
37 Wimpole Street  
London W1G 8DQ**