



Complaints Policy

At Meads Village Dental Practice, we take complaints seriously and view them as an opportunity to improve our services. We are committed to ensuring all concerns are handled promptly, professionally, and transparently.

How to Raise a Complaint

Most concerns can be resolved quickly and informally at the time they arise. If this is not possible, you may make a formal complaint.

We ask that complaints are made as soon as possible, ideally within 12 months of the incident or awareness of the issue.

Complaints should be directed to:

Practice Manager – Amy Mitchell

You may request a meeting to discuss your concerns in person. We will ensure you understand the complaints process and that your concerns are handled appropriately.

Our Commitment to You

- We will acknowledge your complaint within 3 working days
- We aim to investigate and respond fully within 14 working days
- If the investigation takes longer, we will keep you informed

During our investigation, we will:

- Establish what happened and identify any issues
- Offer you the opportunity to discuss your concerns

- Provide a clear explanation of findings
- Offer an apology where appropriate
- Identify steps to prevent recurrence

Confidentiality

All complaints are handled in strict confidence. Information may be shared with insurers, indemnity providers, or legal advisors where necessary.

Complaints on Behalf of Others

We require written consent if a complaint is made on behalf of another patient, unless they are unable to provide consent due to medical reasons.

If You Are Not Satisfied

If you remain dissatisfied, you may contact:

Dental Complaints Service

Stephenson House

2 Cherry Orchard Road

Croydon

CR0 6BA

Telephone: 020 8253 0800

General Dental Council

37 Wimpole Street

London

W1G 8DQ

Website: www.gdc-uk.org

Telephone: 020 7887 3800

Policy Review

This policy is reviewed annually to ensure compliance with current regulations and best practice.

Last reviewed: 19.03.2026 by Amy Mitchell