

Patients can contact the General Dental Council Complaints Service at [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) or on 08456 120540 if they have received private treatment.

NHS patients can appeal to the Parliamentary & Health Service Ombudsman if they remain dissatisfied with the way in which their complaint has been handled  
Tel: 0345 015 4033

### Our Statement of Purpose

\*We aim to deliver a high standard of orthodontic treatment in a caring, safe and thoughtful environment

\*Patient access, safety and satisfaction are of primary concern and we are committed to the safety, equal opportunity and personal development of the practice team

\*The service we provide will lead to the improved dental health and facial aesthetics of our patients

\*It is our aim to provide orthodontic treatment in line with current theory & practice



Comments & complaints should be directed to:

Practice Manager  
Woodlands Orthodontics  
106 Woodlands  
North Harrow  
HA2 6EW  
Email: [info@woodlandsorthodontics.com](mailto:info@woodlandsorthodontics.com)  
Fax:: 020 8866 2040



### Our Orthodontists:

Fiona Millen BDS, MSc, FDSRCS, MOrthRCS  
Jack Liu BDS, MSc, FDSRCS, MOrthRCS  
Meera Shah, BDS, MSc, MOrthRCS  
Sonal Dodhia, BDS, MSc

## Comments & Complaints



## A GUIDE FOR PATIENTS

## Our Commitment

We are committed to providing safe and high quality care to all patients.

On an occasion where you are dissatisfied with any aspect of care or treatment we will:

- Liaise with you to understand your concerns and seek to resolve the complaint to your satisfaction
- Consult with you about how your complaint is to be handled
- Where an error has been made this will be acknowledged and you will receive an apology and explanation of what went wrong and what has been done to ensure that it does not recur

## Comments & Complaints

We welcome any suggestions which you feel would add to the comfort and wellbeing of those in our care.

We recognize the value that complaints and comments can provide. This will assist us in maintaining and developing a better quality and higher standard of care for our patients.

## How to Complain

A complaint should be made as soon as possible after the event, no later than 12 months following treatment.

When someone other than the patient complains we must ensure that the patient's explicit permission is obtained prior to any information being provided to the complainant (except if the patient is under 16 years of age).

It may be necessary to disclose information from medical records to anyone involved in investigating the complaint to enable them to respond to the concerns raised (including medico-legal organisations for GDC registered staff)

We ask that your concerns are put in writing (letter or e-mail) and addressed to the Practice Manager to ensure clarity of the issue/s raised.

A letter of acknowledgement of receipt of the complaint will be sent to the complainant within 3 working days.

We will aim to send a final response to you within 10 working days but if this is not possible we will let you know.

Copies of all complaint documentation are stored securely and separately from the patient's records.

If you would prefer not to raise your concern directly with the practice you can contact: **NHS England, PO Box 16738, Redditch, B97 9PT.**  
**Tel: 0300 311 22 33**  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Patients are encouraged to speak or write to the Practice Manager in the first instance in order to provide an opportunity for the practice to respond to their concerns with a view to swift and local resolution