

This dental team is regulated by the General Dental Council

The Council requires us to:

- Put patients' interests first
- Communicate effectively with patients
- Obtain patients' valid consent
- Maintain and protect patients' information
- Have a clear and effective complaints procedure
- Work with colleagues in a way that is in patients' best interests
- Maintain, develop and work within our professional knowledge and skills
- Raise concerns if patients are at risk
- Make sure our personal behaviour maintains patients' confidence in the dental profession

This practice operates a complaints process which aims to resolve any issues or concerns.

These should be addressed to: Mr Simon Pomfret

Tel No: 01245 357594

E-mail: info@pomfretandfarrelldental.co.uk

We aim to acknowledge any such concern within two working days and to respond in full within ten working days. If we cannot fulfil these timescales, we will let you know promptly. In the unlikely event that the practice is unable to deal with any complaint to your satisfaction, you should contact:

For private patients:

Dental Complaints Service

Tel: 08456 120 540

e-mail: info@dentalcomplaints.org.uk

For NHS patients:

NHS England

Tel: 0300 311 2233

e-mail: England.contactus@nhs.uk

