

COMPLAINTS POLICY

At **103 Dental and Implant Practice**, we aim to ensure every patient has a positive experience. Complaints are taken seriously, and we see them as opportunities to improve our service.

Our Approach

- Complaints are handled fairly and promptly, with updates provided throughout.
- We aim to resolve complaints within **20 days** of receipt.

How to Make a Complaint

You can complain:

- **In Person**
- **By Phone:** 0131 608 3219
- **In Writing to:**

The Practice Manager

Lucas Sierpinski
103 Dental and Implant Practice
103 East London Street
Edinburgh EH7 4BF
Email: pm@103dentalandimplantpractice.co.uk

What Happens Next?

- Complaints made in person or by phone will be listened to, and you may speak with the Practice Manager.
- If unavailable, staff will take details and pass them on.
- Written complaints will be forwarded to the Practice Manager.
- Complaints about clinical care are typically referred to your dentist.

We will confirm decisions in writing following our investigation.

If You're Not Satisfied

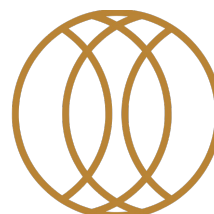
You can escalate complaints to the relevant authority:

NHS Treatment Complaints

NHS Lothian Complaints Team
Waverly Gate, 2-4 Waterloo Place, Edinburgh EH1 3EG
Tel: 0131 536 3770

Private Treatment Complaints

Dental Complaints Service
Tel: 0845 612 0540
Email: info@dentalcomplaints.org.uk



103 DENTAL
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