


If you are not quite satisfied...

*Our aim is to help you
have teeth for life*

Dr. Henrik C. Christensen
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If you are not quite satisfied.....

with the work we have done and think you might have a complaint or concern about the service you have received from the dentist or any of the staff working in this practice - please let us know. We operate a practice complaints procedure for dealing with complaints. Our complaints system adheres to the national criteria.

How to Complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish you make a complaint, we would like you to let us know as soon as possible - ideally within a matter of days or at most a few weeks - as this will enable us to establish what happened more easily.

If it is not possible to do that, please let us have details of your complaint within 6 months of the incident that caused the problem; or within 6 months of discovering your problem, provided this is within 12 months of the incident.

Complaints should be addressed to:

Dr H. C. Christensen in order to discuss your concerns. He/she will explain the complaints procedure to you and will ensure that your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

What we shall do

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date when you raised it with us. We shall then be in position to offer you an explanation, or a meeting with those involved. In investigating your complaint, we shall aim to:

- find out what happened and what, if anything, went wrong;
- make it possible for you to discuss the problem with those concerned, if you would prefer this;
- make sure you receive an apology where this is appropriate;
- identify what we can do to make sure the problem doesn't happen again.

Complaining on behalf of somebody else

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we have to know that you have permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of physical or mental illness) of providing this.

Complaining to the Dental Complaints Service

We hope that, if you have a problem, you will use our practice complaints procedure. We believe this will provide the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. But this does not affect your right to approach the Dental Complaints Service if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation.

You should contact the complaints service at

The Dental Complaints Service
Stephenson House
2 Cherry Orchard Road
Croydon
CR90 6BA
Telephone 020 8253 0800

If you are a Denplan patient please contact

C.H.A.R.M.
Denplan
Denplan Court
Victoria Road
Winchester
SO23 7BR
Telephone 0800 401 402