

COMPLAINTS PROCEDURE

- A **complaint form** is available within the dental practice, in the reception room. In case of inability to write, the complaint can be done verbally with any member of staff.
- The filled complaint form is to be given to *any member of staff* who will address it to the principle within the end of the working day. The principle is Dr Nicholas Mikniche.
- An acknowledgement of received complaint will be given either by email or regular mail within 3 days from the date printed on the complaint form.
- A **detailed response** to the complaint will be sent within 7 days from the date printed on the complaint form, providing honest explanations that are based on facts and including the reasons for the decision made.
- Complaints and comments are investigated and resolved to the satisfaction of the person raising the complaint unless:
 - The complaint falls outside the remit of the provider's responsibility;
 - The complaint cannot be upheld;
 - More than 6 months are passed.

Our promise to you

- Acknowledge written complains promptly;
- Investigate quickly and thoroughly;
- Keep you informed of the progress;
- Do everything possible to resolve your complaint;
- Learn from our mistakes;
- Use the information from complaints to continuously improve our service.

We guarantee that making a complaint will not cause any discrimination against, or have any negative effect on the care, treatment or support given from this practice.

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55 Hampstead High Street, London NW3 2BY ♦ Tel: 020 7794 1471 ♦ email:
info@hampsteadclinic.co.uk ♦ www.hampsteadclinic.co.uk

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