**GARDEN STREET DENTAL , 4 Garden Street , Darfield Barnsley S73 9AA**

**Dental Practice – Complaints Procedure**

At our practice, we are committed to providing high-quality dental care to all our patients. If you are unhappy with the service you have received, we welcome your feedback and will do our best to resolve your concerns quickly and fairly.

**How to Make a Complaint**

You can make a complaint:

* **In person** – speak to a member of our reception team or your dentist.
* **In writing** – address your letter to the Practice Manager.
* **By email** – gardenstreetdental@gmail.com
* **By telephone** – 01226756764

**What Happens Next**

1. **Acknowledgement**
We will acknowledge your complaint within **3 working days** of receiving it.
2. **Investigation**
The Practice Manager will investigate your concerns. This may involve speaking to staff involved and reviewing your clinical records (with your consent if required).
3. **Response**
We aim to provide a full written response within **20 working days**. If we need more time, we will let you know when you can expect our reply.
4. **Outcome**
Our response will explain what we have found, what we have done to put things right, and what steps we are taking to prevent a similar issue in the future.

**If You Are Not Satisfied**

If you are not satisfied with the outcome, you can escalate your complaint to:

* **NHS England** (for NHS treatment)
* **Parliamentary and Health Service Ombudsman**
If you remain unhappy after NHS England’s review, you can contact the Ombudsman.

**Confidentiality**

All complaints will be treated with the strictest confidence. Making a complaint will not affect your care at this practice.