

# Lozells Road Dental Practice

## Complaints procedure

### Patient Information

Most Dental care and treatment goes well, but things occasionally go wrong, and you may want to complain. So where do you start?

### Complaining about NHS dental treatment

Your dentist will always listen to your concerns and try to resolve your complaint.

If you wish to make a complaint about the care or service provided by Lozells Road Dental Practice contact the Practice Manager Dawn Cluley responsible for the practice complaints procedure.

A full explanation of the Practice Complaints Procedure is available on request.

Further information about making a complaint is available from:

- your hospital's Patient Advice and Liaison Service (PALS) now known as Patient Experience
- the [NHS complaints section](#) on NHS Choices
- NHS Central Midlands commissioning Support Unit on 0121 411 0414
- the [Citizens Advice Bureau](#)
- the [Care Quality Commission](#) (CQC) – which does not settle individual disputes but your feedback about a practice helps it to decide when, where and what to inspect

Failing these options you may wish to contact the [Parliamentary and Health Service Ombudsman](#) on 0345 015 4033.

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