








Our Promise

“we promise to help you to keep your mouth healthy, and your smile amazing, forever”

-  We will always take time to listen to your needs, and to discuss with you all the suitable treatment options, keeping your best interests at the heart of what we recommend.
-  If we cannot provide a specific service you require, we will refer to a skilled colleague who can help you.
-  We keep our premises safe and clean by making sure we are up to date with all current regulations and guidance on cross infection, and by employing a rolling programme of staff training.
-  We maintain our registrations with the General Dental Council by attending frequent training courses, conducting audits of our services and meeting with colleagues for peer review.
-  We offer our services to all, without discrimination on grounds of age, race, culture, gender, sexual orientation, disability or religion.
-  We seek and act on feedback from our clients in order to make our services and our premises as convenient and appropriate as possible.
-  We will respect your privacy at all times.



Did We Get It Wrong?

We want you to be completely happy with all aspects of your care at Nothing But The Tooth, so we appreciate clients who take the time to let us know when things go wrong and give us an opportunity to put it right.

If you need to raise a concern please feel free to speak to any member of staff or to write to the complaints manager. The person who is in charge of managing complaints is Rachel Carr, the Practice Manager. If the complaint is about the complaints manager, she will pass the complaint on to a senior member of staff to investigate. You are welcome to raise issues formally or informally, and verbally or in writing.

On receiving a verbal complaint we will take all the details and investigate it. We will then offer you an appointment within ten working days for us to explain to you our findings and for you to offer us your comments.

On receiving a written complaint we will acknowledge your letter in writing within three working days. We may need to write to you or telephone you to find out further information. We will then investigate your complaint and report back to you in writing within 10 working days of the acknowledgment. On the rare occasions it is not possible to come to a conclusion within this time frame, we will write to you again and let you know that there is a delay, and offer you a likely date by which we will have a response for you.

If you are not happy with our response to your complaint, please let us know. However, if we are still unable to resolve matters to your satisfaction, you may take your complaint further to the following independent bodies:

The Dental Complaints Service
www.dentalcomplaints.org.uk
telephone 0208 253 0800
(Monday to Friday 9am - 5pm)

The Care Quality Commission
www.cqc.org.uk
telephone 03000 616161
(Monday to Friday 8.30am – 5.30pm)

The General Dental Council
www.gdc-uk.org
telephone 0207 167 6000



Copies of this Code of Practice are available for you to take away. Please ask at reception.

