

# Dental Care Complaints Procedure

We are committed to providing you with the highest standard of dentistry possible but recognise that from time to time things may not go as you would have wished.

If for any reason you are dissatisfied with any aspect of your care and treatment at Easter Road Dental Practice please do let a member of our team know immediately.

We will aim to resolve any issue quickly and effectively. Wherever possible we will do this immediately for you. If you are not in the practice and you wish to make a complaint or raise a concern, simply contact our reception team in the first instance and let us know about your situation.

The reception team will put you in touch with our team member whose role it is to resolve complaints, concerns or problems as rapidly as possible.

For the full copy of our complaints procedure please contact Reception. In the unlikely event of us not being able to resolve an issue regarding **NHS Treatment** you can contact.

NHS Lothian Complaints Team  
Waverley Gate  
2 – 4 Waterloo Place  
Edinburgh  
EH1 3EG  
Telephone: 0131 536 3370

In the unlikely event of us not being able to resolve an issue regarding Private Treatment you can contact the **Private Dental Complaints Service** more information is available at [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)