

This dental team is regulated by the General Dental Council



The Council requires us to:

- Put patients' interests first
- Communicate effectively with patients
- Obtain patients' valid consent
- Maintain and protect patients' information
- Have a clear and effective complaints procedure
- Work with colleagues in a way that is in patients' best interests
- Maintain, develop and work within our professional knowledge and skills
- Raise concerns if patients are at risk
- Make sure our personal behaviour maintains patients' confidence in the dental profession

This practice operates a complaints process which aims to resolve any issues or concerns.

1. All concerns or issues should be addressed to **Dr Niki Kitsiou**
Tel No: **01509 856041**
E-mail: **contactus@brookviewdentalcare.co.uk**

We aim to acknowledge any such concern within two working days and to respond in full within ten working days. If we cannot fulfil these timescales, we will let you know promptly and explain the reasons.

2. In the unlikely event that the practice is unable to deal with any complaint to your satisfaction, you should contact:

For private patients only:

Dental Complaints Service

Tel: 0208 253 0800

e-mail: info@dentalcomplaints.org.uk

For NHS patients:

NHS England

Tel: 0300 311 2233

e-mail: England.contactus@nhs.uk

3. If you remain dissatisfied after steps 1 and 2, you may like to contact the GDC for advice:
General Dental Council: 020 7167 6000

