

## SCOTTISH ORTHODONTICS: WEBSITE

### COMPLAINTS PROCEDURE

If you are not completely happy with our service, we would like to hear about it, so that we can do something to put it right.

We do everything we can to make sure our customers get the best products and service possible, however occasionally we may not get things right. If this happens, please let us know.

#### ***We will:***

- Make it easy for you to tell us what went wrong
- We will give your complaint the attention that it needs
- We will work to resolve your complaint as quickly as possible
- We will provide a resolution which is appropriate for the complaint

#### ***How & where do you complain:***

If you are not satisfied with your treatment, you can tell us in the following ways:

- **In person:** Come into the practice and speak with the Practice Manager. The details for all the practices have been provided in the CONTACT US page.
- **In writing:** Write to the practice manager, at the address provided in the CONTACT US page.
- **By telephone:** You can call into the practice and request to speak to Practice Manager
- **By Email:** You can directly contact the Practice Manager/ Receptionist at the email address for the practice you attend. All the email addresses are provided on the CONTACT US page.

#### **How long will it take for us to process your complaint?**

We will always aim to resolve the concern in a timely manner and to the satisfaction of all concerned. We endeavour to resolve the complaint through thorough investigation.

The timeframes are outlined below:

- If we can resolve the issue within 5 working days, we will issue you with a letter which outlines the resolution. We will also provide you with the details of your right to refer the complaint to the GDC.

- If we cannot resolve the matter within the 5 days, we will acknowledge your complaint, and inform you of the investigation which we are undertaking to help enable the resolution.
- We will keep you in the loop as we work on resolving the issue, as an investigation can take up to one month.
- If after 4 weeks, we are still not able to resolve the complaint, then we will send you a holding letter, advising you as to why we have not reached a resolution.
- We work to resolving the matter along with an investigation within 8 weeks.
- If we cannot resolve the complaint, then we will remind you that you can contact the GDC.
- If we cannot resolve the matter at all, we will send a letter with an explanation of our final response.
- If you are dissatisfied with our response, then you can contact the GDC. We have provided you with the details.

Any complaint should initially be made to the manager of the practice you attend. We believe this will provide the best chance of dealing with your complaint informally and quickly.

Scottish Orthodontics Emails for direct contact with the Practice Manager:

[edinburgh@scottishorthodontics.com](mailto:edinburgh@scottishorthodontics.com) (Newtown)

[morningside@scottishorthodontics.com](mailto:morningside@scottishorthodontics.com)

[penicuik@scottishorthodontics.com](mailto:penicuik@scottishorthodontics.com)

[musselburgh@scottishorthodontics.com](mailto:musselburgh@scottishorthodontics.com)

[livingston@scottishorthodontics.com](mailto:livingston@scottishorthodontics.com)

[carluke@scottishorthodontics.com](mailto:carluke@scottishorthodontics.com)

[motherwell@scottishorthodontics.com](mailto:motherwell@scottishorthodontics.com)

[dunfermline@scottishorthodontics.com](mailto:dunfermline@scottishorthodontics.com)

[kirkcaldy@scottishorthodontics.com](mailto:kirkcaldy@scottishorthodontics.com)

**GENERAL DENTAL COUNCIL**

<https://dcs.gdc-uk.org/>

If you have a complaint about the private dental care you've received in the UK , then you can contact the GDC:

Please note: the GDC will respond within 4 working days.

**Telephone:**

0208 253 0800 (Monday-Friday, 9am-5pm).

**Online:**

[Contact us through our enquiry form](#)

**Write to:**

Dental Complaints Service  
37 Wimpole Street  
London  
W1G 8DQ

**OTHER AGENCIES**

**SCOTTISH PUBLIC SERVICES OMBUDSMAN**

<https://www.spsso.org.uk/>

**PATIENT ADVICE AND SUPPORT SERVICE SCOTLAND**

<https://pass-scotland.org.uk/>

**NHS INFORM- SCOTLAND**

<https://www.nhsinform.scot/>