



## Complaints Procedure

Comments and compliments are always welcome. However, should you have a complaint we operate a complaints procedure which adheres to national criteria.

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.

Practice Emails:

[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)

However if you are not satisfied with the outcome of your complaint or the way in which it was handles then you can contact.

NHS Lothian Patient experience Team based at:

Waverley Gate

2-4 Waterloo Place

Edinburgh

EH1 3EG

Email: [feedback@nhslothian.scot.nhs.uk](mailto:feedback@nhslothian.scot.nhs.uk)