



Crescent Dental Care Complaints Procedure

At Crescent Dental Care we take pride in creating beautiful smiles and providing patient care that is of an exceptional standard.

Should you feel that you have been unhappy with any part of your Crescent Dental Care experience then please put your concerns in writing to our Practice Manager Rochelle Taylor.

Rochelle will contact you within 48 hours of receiving your complaint and discuss your concerns and how we can resolve the problem for you.

Should the complaint involve any investigation then we will endeavour to deal with any concerns in a timely manner and we hope to resolve any complaints at the first point of contact. However, if an investigation is required, we will acknowledge the complaint within three working days and endeavour to respond in full within twenty working days.

Please contact Rochelle on either of the below

rochelle@crescentdentalhale.co.uk

Rochelle Taylor

Crescent Dental Care

2 Crescent Road

Hale

Cheshire

WA15 9NA

Should you not want to speak with our Practice Manager and feel that the matter cannot be resolved through her then please contact the below.

The Dental Complaints Service (DCS) are a team of trained advisors who aim to help private dental patients and professionals settle complaints about private dental care fairly and efficiently.

Funded by the GDC, the DCS provides a free and impartial service to mediate between patient and professional.

2 CRESCENT ROAD, HALE, CHESHIRE, WA15 9NA

TEL: 0161 929 8111

e-mail: smile@crescentdentalcare-hale.co.uk

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You can find out more information on the DCS website or use the contact form.

Their contact details are:

Dental Complaints Service

37 Wimpole Street

London

W1G 8DQ

Telephone: 020 8253 0800

(Monday - Friday 9am - 5pm)

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