

Patients complaints procedure

At Aspire Dental Clinic, 139 Fortess Road, London NW5 2HR, we are committed to providing high-quality care and service. If you are unhappy with any aspect of your experience or treatment, please tell us as soon as possible so we can address your concerns promptly and fairly.

We take all complaints seriously, investigate them thoroughly and confidentially, and use feedback to improve our services. Patients who make a complaint will not be treated unfairly.

Making a Complaint

Complaints can be made in writing, by email, or verbally by the patient or an authorised representative. Please address all complaints to our Complaints Manager, Mr Sina Salatin.

We will acknowledge your complaint within 3 working days and aim to resolve it within 10 working days. If more time is needed, we will keep you informed.

If your complaint relates to clinical care or treatment costs, it may be discussed with the treating dentist as part of the investigation. Aspire Dental Clinic may act as a liaison between you and the dentist where appropriate.

Contact Details

Aspire Dental Clinic

139 Fortess Road, London NW5 2HR

Tel: 0207 485 3833

Email: info@aspire-dental.com

If You Are Not Satisfied

For NHS Treatment

You can contact NHS England Customer Contact Centre on 0300 311 2233.

If your complaint is still not resolved, you can contact the Parliamentary and Health Service Ombudsman (PHSO) on 0345 015 4033.

For Private Treatment

You can contact the Dental Complaints Service (DCS) on 020 8253 0800 (Monday–Friday, 9am–5pm).

You may also contact:

Care Quality Commission (CQC): 03000 616161

General Dental Council (GDC): 020 7167 6000 | www.gdc-uk.org

Feedback

We welcome all feedback, comments, and suggestions as they help us improve our service.