



## Complaints Process

We take our commitment to providing the highest level of service and care to our patients very seriously and will do everything in our power to resolve any complaints. We understand that issues may arise from time to time, and we welcome feedback from our patients to help us improve our services.

We encourage you to get in touch with us as soon as possible if you are dissatisfied with any aspect of our treatment or services. We will make every effort to resolve your complaint quickly and fairly.

To make a formal complaint, please take note of the following process that must be followed. Complaints that are raised via the website or telephonically, must be formally addressed in the manner outlined below.

**Contact us:** Send an email to us at [complaint@myhealthcareclinic.com](mailto:complaint@myhealthcareclinic.com) or address a letter in writing to: Complaints Department, 5-11 Vanston Place, Fulham SW6 1AY. Please include the following information:

- Your name and surname,
- date of the incident,
- nature of the incident and any other relevant information or supporting documentation,
- names of any staff members involved.

We will acknowledge your complaint within three to five working days of receiving it. We will investigate the issue and aim to provide a full response within 10 working days. If we need more time, we will inform you and give an estimate of when you can expect to receive a response. Do kindly note that complaints regarding clinical care require additional investigation and feedback, which may delay our feedback to you.

We will provide written feedback that outlines our findings. If you are not happy with our feedback or not satisfied with our response, you may escalate your complaint to the following independent bodies for further review:

1. Care Quality Commission <https://www.cqc.org.uk/>
2. Dental Complaints Services [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)
3. General Dental Council <https://www.gdc-uk.org/>

Please note that all complaints will be treated in confidence, and we will ensure that no patient is disadvantaged for making a complaint. We value all feedback, whether positive or negative, as it helps us improve our services.