

How to make a customer service complaint

Our complaints policy

We are committed to providing a high-quality service to all our customers; however, if our service does not meet your expectations, we need you to tell us about it. This will give us the opportunity to learn from complaints and continuously improve our service.

Who are our customers?

Anyone who contacts the Dental Complaints Service.

What are Customer Service Complaints?

Complaints about the service provided by members of the Dental Complaints Service.

Our aim

We hope to be able to resolve your complaint, quickly, fairly and confidentially.

Our Customer Service Complaints Manager

Michelle Williams, acts as our Complaints Manager. The contact details are as follows:

Michelle Williams
Head of Operations
Dental Complaints Service
37 Wimpole Street
London
W1G 8DQ

Email: mwilliams@dentalcomplaints.org.uk

Our complaints procedure

1. If you have a customer service complaint, write to, or e-mail the Complaints Manager with the full details.
2. The Complaints Manager will write to acknowledge your complaint. They may also ask you to confirm any aspect of your complaint which is unclear, and/or provide further details.

They will send this acknowledgement within five working days of receiving your complaint.

3. The Complaints Manager will acknowledge any further information you provide at this stage and start to investigate your complaint.

They will acknowledge any further information within five working days of receiving it.

Investigating your complaint will usually involve the following steps:

4. The Complaints Manager will speak to the team member(s) involved in the complaint and ask for their comments on the matter(s) you have raised.
5. After investigating your complaint, the Complaints Manager will send you a detailed reply.

A full response will be sent to you within ten working days of receipt of your complaint. However, if additional information is requested, a full response will be sent to you within ten working days of receipt of this.