Harpenden Dental Centre
FAMILY DENTISTRY

Complaints Handling Policy

Harpenden Dental Centre is regulated by the General Dental Council
The Council requires us to:

- Put the patient's interests first
- Communicate effectively with the patients
- Obtain the patient's valid consent
- Maintain and protect patient's information
- Have a clear and effective complaints procedure
- Work with colleagues in a way that is in the patient's best interests
- Maintain, develop and work within our professional knowledge and skills
- Raise concerns if patients are at risk
- Make sure our personal behaviour maintains patient's confidence in the dental profession

Harpenden Dental Centre operates a complaints process which aims to resolve any issues or concerns as soon as possible.

These should be addressed to Manjeet Ahlowalia (practice principal).

Tel No 01582 765910
E-mail info@harpendendentalcentre.com

We aim to acknowledge any such concern within two working days and to respond in full within ten working days. If we cannot fulfil these timescales, we will let the complainant know promptly. In the unlikely event that the practice is unable to deal with any complaint to your satisfaction, you should contact:

Dental Complaints Service
Tel: 08456 120 540
E-mail: info@dentalcomplaints.org.uk

Reviewed by Madison Smith 13.05.2026 Next review date 13.05.2027