



COMPLAINTS PROCEDURE

OUR MISSION

At the Ladwa Dental Practice, we aim to provide excellent treatment and service, and are proud of our reputation. If you have any feedback for our team, it will be greatly appreciated and will help us improve our service.

However, if you wish to make a complaint, we will deal with it quickly and efficiently. Our aim is your complete satisfaction and to meet your expectations of care and service. Your complaint will be treated in confidence.

Our complaints procedure is as follows: We hope that most problems can be easily and quickly resolved, often at the time they arise and with the person concerned. If your problem cannot be settled in this way then please contact us via: email dentist.rladwa@gmail.com or write to Ladwa Dental Practice, Acer House, Hamilton Road, W5 2EQ.

If you would like a conversation with Dr Ladwa, please contact the practice at 020 8567 0213 to arrange a call. We will aim to call you the same day whenever possible.

We will acknowledge your complaint in writing as soon as possible, normally within three working days.

We will seek to investigate the complaint within ten working days of receipt to give an explanation of the circumstances which led to the complaint.

We seek to learn from any feedback to improve our care for you.

You may also contact the General Dental Council at: <https://www.gdc-uk.org/>

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