

Your Right to Complain

If you have a complaint or concern about the service you have received from the dentist(s) or any of the staff working in this practice, please let us know. At ConfiDental Clinic Purley, we take complaints very seriously and if you are not satisfied with the service provided, please contact our Practice Manager on 020 8660 8923. If you are not happy with the response you receive following our complaints procedure, you can contact the dental complaints service below:

**Health & Social Care Information Centre
NHS England
PO Box 16738
Redditch
B97 9PT**

**The Care Quality Commission:
03000 616161, www.CQC.org.uk**

**The private dental complaints service:
08456 120540 or visit www.dentalcomplaints.org.uk**

**You also the option to contact:
The Parliamentary and Health Service Ombudsman
Millbank Tower,
Millbank,
London.**

SW1P 4QP

**Tel No. 0345 015 4033
Email: phso.enquires@ombudsman.org
Website: www.ombudsman.org.uk**