

Broadshires Dental Practice

Patient Advice Leaflet

Thank you for requesting a patient advice leaflet, we are sorry to hear that you may have a concern or complaint to make about the care or service you have received at the practice.

We operate an informal, confidential in-house procedure which we hope will resolve any problems quickly and effectively.

Written complaints should be addressed to

Katie Philpott

Broadshires Dental Practice

Broadshires Way

Carterton

OX18 1JA

We aim to acknowledge any complaint within 1 week, and provide an explanation within 21 working days.

If we need further time to look into the matter we will contact you and confirm a date when we hope to have completed our investigation.

When the investigation is completed you will be informed what conclusion has been reached and what (If any) action is needed.

Please note that this procedure does not affect your right to make representations to the Oxfordshire Primary Care Trust.

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