



Complaints Procedure

Comments and compliments are always welcome.

However, should you have a complaint we operate a complaints procedure which adheres to National Criteria.

Any complaint should initially be made to the practice in person, by post, by telephone, or by email: feedback@scottishorthodontics.com

We believe this will provide the best chance of dealing with your complaint informally, thoroughly and quickly. Patient care and satisfaction is our top priority and we aim to resolve any complaints with this in my mind.

However, if you are not satisfied with the outcome of your complaint or the way in which it was handled then you can contact our complaint officer Richard Walter at:-

NHS Lothian Complaints Team

2nd Floor

Waverley Gate

2-4 Waterloo Place

Edinburgh

EH1 3EG

Tel:- 0131 465 5708

Alternatively, navigate to www.dentalcomplaints.org.uk where you can find information regarding the process for both Private and NHS complaints