



Complaints

In this practice we take complaints very seriously indeed and try to ensure that all patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to patients' concerns in a caring and sensitive way.

If you are unhappy with any part of our service please contact Lisa Eaton Practice Manager on 01332 280557 or in writing to 376 Bishops Drive, Oakwood, Derby, DE21 2DF email info@cosmeticwhitesmiles.com All complaints will be acknowledged within 3 working days.