

# Complaints

"If you're not happy, we're not happy"

Here at The Whyte House, we pride ourselves in providing excellent customer care. We want our patients to be happy! We take seriously any concerns brought to our attention and welcome the opportunity to put things right. Once we understand the concern, we can usually resolve matters speedily.

We have a Practice Complaints Procedure in accordance with the General Dental Council and aim to deal with any concern or complaint as promptly and effectively as possible.

Please contact Amanda Bailey, Practice Manager, in the first instance. We will acknowledge any written correspondence within 5 working days. Then, depending on the nature of the concern or complaint, will respond within 10 working days, either by telephone or written correspondence.

If we are unable to resolve your concern or complaint to both sides' mutual satisfaction, you can contact the **General Dental Council**:

General Dental Council  
37 Wimpole Street  
London  
W1G 8DG  
Tel: 0845 222 4141/020 7887 3800

Email: [information@gdc-uk.org](mailto:information@gdc-uk.org)  
**[www.gdc-uk.org](http://www.gdc-uk.org)**