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This dental team is regulated by the General Dental Council

The Council requires us to:

- Put patients' interest first
- Communicate effectively with patients
- Obtain patients' valid consent
- Maintain and protect patients' information
- Have a clear and effective complaint procedure
- Work with colleagues in a way that is in patients' best interest
- Maintain, develop and work within our professional knowledge and skills
- Raise concerns if patients are at risk
- Make sure our personal behaviour maintains patients' confidence in dental profession

The Practice operates a complaint process which aims to resolve any issue or concerns.

These should be addressed to Dr. Ali Shian

We aim to acknowledge any such concern within two working days and respond in full within ten working days. If we cannot fulfil this timescales, we will let you know promptly.

In the unlikely event that the practice is unable to deal with any complaint to your satisfaction you should contact:

For private patients:

Dental Complaints Service

Tel: 08456 120 540

e-mail: info@dentalcomplaints.org.uk