



Complaints Procedure Policy

Any patients with a complaint about services provided at Westleigh Dental Practice, must in the first instance write or speak to their registered Dentist. Please note: we can only enter into correspondence or discussion with the patient concerned, or the parent or guardian of a patient under the age of 18. We cannot enter into correspondence or discussion with a third party.

Where a problem remains unsolved a formal written complaint should be sent and addressed to:

Dr Gillian Francis

Westleigh Dental Practice

Westbury Road

Fareham PO16 7XU

Dr Francis will investigate you're complaint in line with our in-house complaints procedure. We will respond to the complaint within 10 working days and aim to resolve the matter speedily to everyone's satisfaction.

If you have a complaint with regard to any service provided by Dr G Francis and do not wish to contact her directly please address correspondence to any of our other principle Dentists –

Mr. R Davies, Mr. P .G Shill or Mr. W.M Collins