



Complaints Procedure – Dental Icon

Effective Date: 01/07/2025

1. Our Commitment to You

At Dental Icon, we are committed to providing high-quality dental care and service. If you are unhappy with any aspect of your experience, we welcome your feedback and aim to resolve complaints promptly, fairly, and transparently.

2. How to Make a Complaint

You can make a complaint in the following ways:

- In person: Speak to a member of our team or ask to speak with the practice manager.
- By phone: 01422 487365
- By email: info@dentalicon.co.uk
- In writing:
Practice Manager
Dental Icon
2A Halifax Road, Hipperholme, Halifax, HX3 8ER

Please provide as much detail as possible, including your full name, contact details, and the nature of your concern.

3. What Happens Next?

- We will acknowledge your complaint within 3 working days.
- We aim to investigate and respond in full within 20 working days. If the matter is complex or requires longer, we will inform you and provide updates.
- Our response will include findings, actions taken, and any remedies offered (if applicable).

4. Confidentiality

All complaints will be handled with discretion. Information will only be shared with individuals involved in investigating and resolving the complaint.

5. If You Are Not Satisfied

If you are unhappy with our response, you may escalate your complaint to the relevant bodies.

6. Regulatory Bodies

You may also contact the General Dental Council (GDC) if you believe a dental professional has behaved unprofessionally:

GDC Contact Details:

37 Wimpole Street, London W1G 8DQ

Website: www.gdc-uk.org

Phone: 020 7167 6000

7. Monitoring and Improvement

All complaints are recorded and reviewed regularly to help us improve our service. We value your feedback and use it to enhance the quality of care we provide.