

Feedback and Complaints Instructions – Dr Hatem Algraffee

We endeavor to give you the highest standard of care and best possible service at all times. We treat every individual, as we would wish to be treated, being gentle and sympathetic to all your dental needs.

If, however, you have any concern about the service you have received, please ask at our reception team for the feedback/complaints procedure leaflet. We would welcome any suggestions that may improve our service. If you should have a suggestion or complaint this may be expressed verbally, in writing, by website or on the phone. All complaints are taken very seriously and we do our utmost to resolve all patients' concerns.

Dr Algraffee will personally address all complaints and respond in writing within 7 working days.

If you are not satisfied with the outcome of our procedure then a complaint may be made to:

The Dental Complaints Service
The Lansdowne Building
2 Lansdowne Road, Croydon, CR9 2ER
08456 120 540

The dental team is regulated by the General Dental Council, 37 Wimpole Street London W1G 8DQ