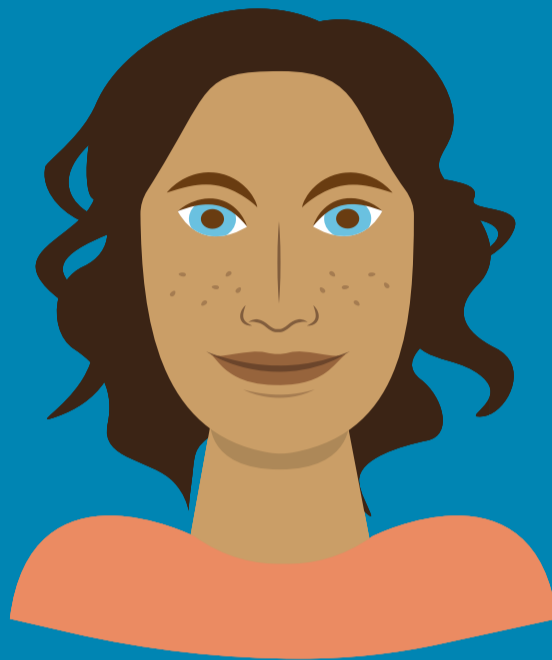


# MAKING A COMPLAINT ABOUT DENTAL SERVICES



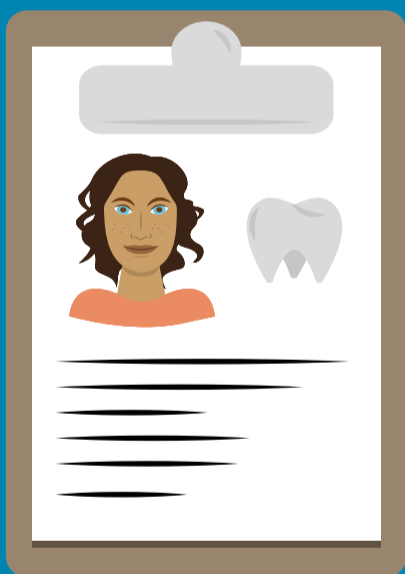
All of your feedback is important to us



We want to make it easy for you to raise a concern or complain, if you need to



We follow a complaints procedure and keep you informed



We will try to answer all your questions and any concerns you raise



We want you to have a positive experience of making a complaint



Your feedback helps us to improve our service