The principles of good feedback and complaints handling for dental patients were developed jointly by the following organisations: Association of Dental Administrators and Managers, Association of Dental Groups, British Association of Dental Nurses, British Association of Dental Therapists, British Dental Association, British Orthodontic Society, British Society of Dental Hygiene and Therapy, Bupa Dental Care, Care Quality Commission, CFC Underwriting, CODE, Dental Complaints Service, DDU, Dental Protection, Dental Technologists Association, Department of Health and Social Care, General Dental Council, Health Education England, LDC Confederation, MDDUS, mydentist, NHS Digital, NHS England, Orthodontic National Group, Orthodontic Technicians Association, Parliamentary and Health Service Ombudsman, Simplyhealth, Society of British Dental Nurses. This work was informed by the views of dental patients.