



Beauchamp House
Dental Practice

Complaints

Here at Beauchamp House we take all complaints seriously and try to ensure that all patients are happy with the service offered to them. In the event that patients are dissatisfied with the care or service they have received, we make every effort to respond to patient concerns in a caring and sensitive way.

If you have a complaint please speak to the receptionist, any member of the dental team, or address your complaint to:

Mr Graham Smith
Beauchamp House Dental Practice
100 The Hundred
Romsey
Hants,
SO51 8BY

Tel: 01794 512550

Email: complaints@dental100.com

Complaints - about private dental treatment - Impartial Assistance (Private Patients)

If you are a Private patient and need impartial assistance about non-NHS complaints you may wish to contact:

Dental Complaints Service
The Lansdowne Building
2 Lansdowne Road
Croydon
CR9 2ER

Tel: 08456 120540

Email: info@dentalcomplaints.org.uk

Web: www.dentalcomplaints.org.uk

This service is funded by the General Dental Council, which sets out standards of conduct for and regulates all dental professionals in the UK.

Complaints continued...

NHS Complaints

If you need impartial assistance with the NHS complaints procedure or would prefer to make your complaint to Hampshire Primary Care Trust please contact:

Comments and Complaints Unit
NHS Hampshire
Omega House
112, Southampton Rd
Eastleigh
SO50 5PB

If your complaint about NHS services is not resolved to your satisfaction you may contact the Parliamentary and Health Service Ombudsman:

Web: www.ombudsman.org.uk

Patient Advice and Liaison Service (PALS)

For further assistance on making a complaint you may contact your local PALS office at the:

Web: [Office Directory at PALS Online](#)

Independent Complaints Advocacy Service

The Independent Complaints Advocacy Service (ICAS) is a national service that supports people who wish to make a complaint about their NHS care or treatment. Contact your local ICAS office at :

Tel: 0845 600 8616

Care Quality Commission

In addition you may contact the Care Quality Commission at:

Web: www.cqc.org.uk