

Oral Health Foundation | Fact sheets

# Private Complaints



**Oral Health  
Foundation**

Better oral health for all

## Private Complaints

### I want to make a complaint about my private dental treatment – what should I do?

Try to talk to your dentist about your cause for concern and discuss the possibility of putting things right before you consider taking things further.

Most dental practices should have an in-house complaints procedure in place.

### I'm not happy with the practice's response – what now?

The General Dental Council (the governing body for the dental profession in the UK) operate a complaints scheme for non-NHS Dentistry which will work similar to that of the NHS Complaints Procedure who can be contacted at [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk) or 0208 253 0800.

Alternatively, you may wish to seek legal advice from your citizen's advice bureau for legal information or consult a personal solicitor to take up your complaint.

Currently the General Dental Council only deal with complaints against dentists, dental hygienists or dental therapists who could have done something so seriously wrong that it may be necessary to consider whether they should be stopped from practising.

The General Dental Council's address is: 37 Wimpole Street, London, W1G 8DQ.

Tel: 0207 887 3800

E-mail: [Complaints@gdc-uk.org](mailto:Complaints@gdc-uk.org)

Online: <http://www.gdc-uk.org>

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### Need further advice?

The Dental Helpline is the Oral Health Foundation's own confidential advice service. Qualified dental professionals are available to answer your questions personally from 9am – 5pm, Monday to Friday.

 **Dental  
Helpline**  
**01788 539780**  
Oral Health Foundation

The Oral Health Foundation is an independent, UK based charity dedicated to promoting the benefits of good oral health to the public throughout the world. The Oral Health Foundation promotes three key messages:

- Brush your teeth last thing at night and at least one other time during the day, with a fluoride toothpaste.
- Cut down on how often you have sugary snacks and drinks.
- Visit your dentist regularly, as often as they recommend.

Visit us online at [www.dentalhealth.org](http://www.dentalhealth.org)