



M A R S H
L A N E
DENTAL

Complaints Procedure

At Marsh Lane Dental we take complaints very seriously and try to ensure that all our patients are pleased with their experience of our service. When patients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible.

If you have any concerns or a complaint about any aspect of our service please ask to speak to Mr. Kunj Shah.

Alternatively you may put it in writing addressed to:

Mr. Kunj Shah
95 Marsh Lane
Stanmore
Middx
HA7 4TH
Telephone: 020 8954 2602
Email: kunj@marshlanedental.co.uk

If you are unhappy with the response you receive from us you should contact the Dental Complaints Service:

Dental Complaints Service
Stephenson House
2 Cherry Orchard Road
Croydon
CR0 6BA
Telephone: 020 8253 0800
Email: info@dentalcomplaints.org.uk

You can also get support with making a complaint from:

Independent Complaints Advocacy Service (ICAS)
Telephone: 0845 337 3059