

# ELSEY & ELSEY DENTAL CLINIC

7 SUDELEY DRIVE, SOUTH CERNEY, GLOUCESTERSHIRE,  
GL7 5XN  
01285 860712

## **Patient Comments & Complaints Procedure**

Elsey & Elsey Dental Clinic aims to provide an exceptional service to all its patients.

We would like to know when we get it right! We welcome compliments and will let staff know when you think they have done a really good job. There is a patient comment box located in the main reception area.

If you feel the practice falls below our usual standard, of course, we need to know. If you have a complaint it will be dealt with courteously and promptly so the matter is resolved as quickly as possible.

In the first instance raise the issue with the clinician in charge of your care, if you feel unable to do this, contact Richard Elsey in writing or via email to [elseydental@gmail.com](mailto:elseydental@gmail.com) and you will receive a considered response within two days.

**Richard Elsey BDS MSc FDS RCS Maggie Elsey BDS FDS RCPS**  
**MDentSc MOrthRCS**  
Referral Centre for Orthodontics, Dental Implants, Endodontics and  
Anxiety Management in Dentistry