

## **Do you wish to complain?**

Here at One Smile Oral Care, we take complaints very seriously. We value the opinion of our patients and wish to meet your needs and ensure your experience with us is a good one. We take the complaint as a learning experience to enable us to continually improve our services.

In the event that you find that you are unhappy with the service or any treatment you have received, please request to speak to the practice manager or liaise with reception who will endeavour to assist you with any concerns that you may have.

The Practice Manager/Complaints Manager is Dr. S. B. Mortazavi.

If you wish to make a complaint in writing, please write to;

Dr S. B. Mortazavi  
One Smile Oral Care  
62 High Street  
West Malling  
Kent, ME19 6LU

or

Email us at; [info@onesmileoralcare.co.uk](mailto:info@onesmileoralcare.co.uk)

Alternatively you can call the practice on; 01732 617 177

Thank You