

Complaints Policy

**Dental Sedation Courses**

**complaints@dentalsedationcourses.co.uk**

**Our complaints policy**

We are committed to providing a high-quality service to all of our course delegates and staff. If something goes wrong or you are not happy about anything, we need you to tell us about it in order for us to help you and similarly help us to improve our standards.

If you have a complaint, please contact us by email at complaints@dentalsedationcourses.co.uk with the details. We will acknowledge your complaint within 72 hours and give you a full response within 14 days.

**What will happen once you make your complaint in writing to the above email address?**

1. We will send you a return email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint and speak to the member of staff who acted for you.
3. We will send you a full response and suggested resolution within 14 days, (2 weeks)
4. If you are happy with the resolution we will close the complaint and maintain records on our complaints file
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for The Courses moderator to review the decision.
6. We will email you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.