

Complaints

In this practice we take complaints very seriously and try to ensure that all patients are pleased with their experience of our service. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. The person responsible for dealing with any complaints about the service we provide is Mrs Moira Enslin. If a person complains on the telephone or at reception they will be referred to Mrs Enslin. If they are not available at the time, then the patient will be told when they will be available.

We do not tolerate violent or abusive patient behaviour and patients who act in this manner will be removed from our practice list and not seen at this practice again.

Disabled Patients

At present we welcome any disabled patients and will arrange and deliver the service at one of our partner practices until such time as we can economically find suitable premises to allow ground floor access.

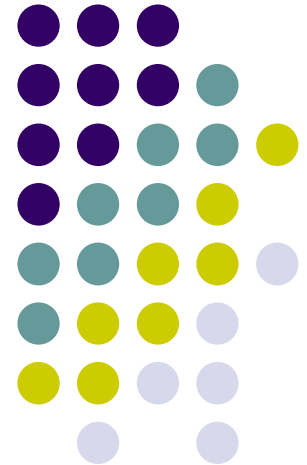
Data Protection

All patient information are handled in strictest confidence according to the Data Protection Act.
A copy of our Data Protection policy is available for service users to view in our waiting area.

Other Information

Out of hours emergency advice – Tel: NHS advice service on 111

Practice Leaflet



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