



### **Your commitment to us**

Please treat our staff with the respect you expect from us.  
Harassment of our dental team will not be tolerated

Action may be taken by the practice owner against  
patients who harass the dental team. You may be de-  
registered from the practice

Harassment includes but is not limited to violence or  
abuse, together with using offensive language

### **Our commitment to you**

Our aim is for patients to be pleased with their experience  
of our service

We take complaints very seriously in this practice

Please refer to our complaints procedure if you wish to  
make a complaint