

SPSO decision report

Case: 201508022, A Dental Practice in the Lothian NHS Board area
Sector: health
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Ms C complained to us about a dental practice's handling of her complaint about a dentist. We were satisfied that the practice's response had adequately addressed the issues raised by Ms C. The response was also issued in line with the timescales referred to in the practice's complaints policy. In view of this, we did not uphold Ms C's complaint.