

## GENERAL DENTAL COUNCIL CORE ETHICAL PRINCIPLES

As GDC registrants, the standards set have nine principles which we must follow:

1. Put Patients' interests first
2. Communicate effectively with patients
3. Obtain consent
4. Maintain and protect patients' information
5. Have a clear and effective complaints procedure
6. Work with colleagues in a way that is in patients' best interests
7. Maintain, develop and work within our professional knowledge and skills
8. Raise concerns if patients are at risk
9. Make sure our personal behaviour maintains confidence in us and the dental profession.

Find out more at: [www.gdc-uk.org](http://www.gdc-uk.org).

## COMPLIMENTS AND COMPLAINTS PROCEDURE

Our aim is to provide you with high standard of care at all times and to deal effectively with any problems which may arise. We also aim to make improvements to our service based on what our patients tell us.

If you have any comments or suggestions about the service we provide we would be pleased to hear from you.

Buckie Practice

Please contact Jaqueline Simpson, our practice manager or email [manager@8to8dental.co.uk](mailto:manager@8to8dental.co.uk)

Keith Practice

Please contact Stefania Brady or email [keithmanager@8to8dental.co.uk](mailto:keithmanager@8to8dental.co.uk)

In order to enable us to deal with complaints in line with the NHS Complaints Procedure, we have a practice complaints leaflet, with full details of the complaints procedure, which is available on request.

If for any reason, you would to contact a member of the NHS Grampian Feedback Service about making a complaint. Their contact details are:

NHS Grampian Feedback Service  
Summerfield House  
2 Eday Road  
Aberdeen  
AB15 6RE

[0845 337 6338](tel:08453376338)

[nhsgrampian.feedback@nhs.net](mailto:nhsgrampian.feedback@nhs.net)

The Feedback Service is open during the office hours of Monday to Friday 9:00am to 5:00pm.