

Case: 201104613, A Dentist in the Ayrshire and Arran NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mrs C attended a NHS dentist for treatment. While there, she asked for some minor remedial work to a denture that was made at a private practice. Mrs C complained that the dentist had removed extensive material from the denture making it sharp, uneven, and unwearable. Mrs C also complained that the dentist failed to properly handle her complaint.

We did not find anything lacking in the dentist's handling of Mrs C's complaint. The evidence showed that the dentist responded to the correspondence within a reasonable timescale, offered an appointment to discuss the complaint in more detail, fully explained her position, offered to discuss the matter with Mrs C's private dentist, and offered to arrange for another dentist in the practice to reline her denture.