

## SPSO decision report

**Case:** 201300081, A Dentist in the Greater Glasgow and Clyde NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** resolved

### Summary

Miss C complained about the care and treatment provided by her former dentist, together with the way in which her complaint was handled. During the course of our enquiries, the dentist acknowledged that there were failings in Miss C's follow-up treatment and the handling of her complaint. In order to address these issues, the dentist agreed to apologise to Miss C and reimburse her for the cost of her treatment. Miss C was satisfied with the proposed action and so we considered her complaints resolved.