

## PRICE GUIDE

Our price guide gives you an idea of the costs of our different dental and facial rejuvenation procedures.

We provide an estimate of any proposed treatment following your consultation to keep you fully informed at every step.

Procedure	Plan	Private fee
New patient consultation: .....	£55	£55
Dental examination: .....	Included	£40
Hygiene appointment: .....	Included	£46
X-rays: .....	Included	from £16 - £35
<b>Fillings</b>		
Silver: .....	from £52 - £64	from £65 - £80
Tooth-coloured: .....	from £56 - £112	from £70 - £140
Root fillings: .....	from £256 - £360	from £320 - £450
Extractions: .....	from £64 - £216	from £80 - £270
Crowns: .....	from £396 - £520	from £495 - £650
Bridges (per unit): .....	from £400 - 575	from £500 - £650
Veneers: .....	£400	£500
Dentures: .....	from £300 - £680	from £400 - £850
Tooth whitening: .....	from £250	from £250
<b>Facial rejuvenation</b>		
Initial consultation: .....	£45	£45
Facial muscle relaxants: .....	from £200	from £200
Dermal Fillers: .....	from £250	from £250



# because we care...

## Dealing with Complaints

Here at Southcot Dental Sugery we operate a complaints procedure which we take very seriously. Patients are asked that in the event of any complaint to speak or write to the Practice Manager. A copy of our complaints process is kept in the reception area and in our patient's information folders in each waiting room. We will acknowledge complaints within two working days and will aim to have investigated the complaint within ten working days of the date when the matter was raised. If there are any delays in the process the complainant will be informed.

### When a complaint is investigated we will aim to:

- Find out exactly what happened and what went wrong.
- Make it possible for the complainant to discuss the problem with those concerned.
- Make sure the complainant receives an apology where appropriate.
- Identify learning from the complaint to ensure the problem does not happen again.
- The outcome of the investigation will be shared with the complainant either in person or in writing.

### If patients are not happy with how a complaint has been handled they can speak to our regulating Authority:

Dental Complaints Service  
Stephenson House, Mezzanine  
2 Cherry Orchard Road  
Croydon  
CR0 6BA