

UNITE HERE Wellness & Dental Centre

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UNITE HERE Wellness & Dental Centre Mission Statement to our Patients

- *To provide the best possible dental care for our patients that is safe, effective and evidence based;*
- *to be proactive and provide preventive, comprehensive dental care;*
- *to treat each patient with dignity, respect, kindness and understanding and to demonstrate that they are valued in this practice;*
- *to maintain qualified, motivated personnel who show initiative in their work and concern for our patients; and*
- *to have a practice that runs smoothly and efficiently and employees that work together in a spirit of harmony and cooperation.*

INQUIRIES AND COMPLAINTS HANDLING PROCESS

At the UNITE HERE Wellness & Dental Centre we value your feedback. Patient feedback helps us measure whether the care we are providing meets your needs and expectations.

The Dental Centre and its staff are committed to seeking appropriate resolution of complaints and addressing policy and process inadequacies highlighted by them, in order to improve our services.

Patient feedback may be given at any time, free of charge. Please do not hesitate to contact us by phone, fax, regular mail, email.

If you would like to speak with us personally we would be happy to arrange a meeting with one of our Administrators:

1. Ms. Nancy Leroux, Office Coordinator
2. Ms. Kristina Grover, Operations Manager