

At Northshore Dental we continuously seek feedback from our patients, asking them for feedback on their experience so we can keep refining and improving what we do.

If you'd like to give us some feedback or make a complaint, please see the steps below:

Step-by-Step Feedback and Complaint Mechanisms

1. Direct Approach: First, raise the issue directly with the Practice Manager, this is typically the fastest way to resolve a concern.

office@northshoredentalclinic.com.au or phone on 0754487849

if you would like to further escalate the matter please contact the Principal Dentist

Dr Nick Taft

nick@northshoredentalclinic.com.au

2. For Formal Complaints to health care Authorities: If local resolution fails or you feel uncomfortable addressing staff directly, you can lodge a formal complaint online, in writing, or over the phone.

Appropriate Authority Contacts

Office of the Health Ombudsman (OHO): The main agency to investigate or refer complaints regarding registered and unregistered health practitioners.

Phone: 133 OHO (133 646)

Email: info@oho.qld.gov.au

[Website: Office of the Health Ombudsman](#)