

Factsheet for patients

What does indemnity or insurance mean?

Indemnity and/or insurance is a way for dental professionals to ensure you have a way to claim compensation if something goes wrong.

What does the General Dental Council say about indemnity and insurance?

While we cannot award compensation, patients have the right to pursue a complaint and get their money back if something has gone wrong.

Our Standards for Dental Professionals – which all registered dental professionals in the UK must follow says: “Make sure your patients are able to claim any compensation they may be entitled to by making sure you are protected against claims at all times, including past periods of practice.” (Standards for Dental Professionals 1.6)

What should I ask my dental professional?

Our advice to patients is that you ask your dentist or dental care professional if they are properly insured, or indemnified for the treatment they are carrying out. Our research shows that the vast majority will have measures in place.

What happens if something goes wrong?

You should speak to your dental professional first, giving them the opportunity to put right what may have gone wrong. Every practice should have a complaints procedure in place.

If you have received private treatment, you can contact the Dental Complaints Service at www.dentalcomplaints.org.uk

It is a free service, aimed at resolving complaints fairly, efficiently, transparently and quickly by working with the patient and dental professional involved.

If you have received NHS treatment, you can find useful information on who to contact on NHS Choices at www.nhs.uk

If you think the dental professional treating you is a risk to other patients, please contact the General Dental Council at www.gdc-uk.org

We can stop a dental professional from working in the UK if we find that they are not fit to practise.