



Simplyhealth Complaint Process

Tell us about your concern

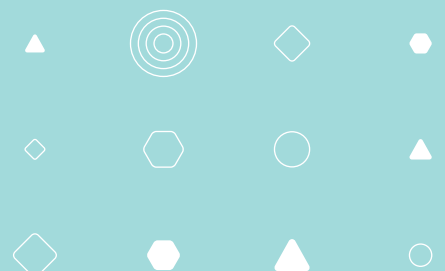
We're sorry to hear that you're unhappy with Simplyhealth.

We aim to deliver a really great service to our customers but recognise that at times things can go wrong.

If you believe that we have, for example:

- failed to do something
- not done something as expected
- been unfair or unreasonable
- caused you to be out of pocket
- caused you unnecessary trouble and upset

...then we want to know about it because feedback helps us to understand the issues that impact our customers and where we can improve our service.



Contact Customer Relations

Call: 0370 908 3310 9am to 5pm weekdays

Write to: Customer Relations Team, Simplyhealth, Hambleden House, Waterloo Court, Andover, Hampshire, SP10 1LQ

Email: customerrelations@simplyhealth.co.uk

What can I expect?

We promise to listen to your concern and find out what happened. If we've done something wrong we'll do our best to put it right.

We aim to resolve concerns as quickly as possible, but if we need more time to find out what's happened, we will contact you within 5 working days to let you know.

Our aim is to investigate and resolve the majority of concerns within a reasonable timeframe. If we need longer than 4 weeks to resolve your concern we will contact you to let you know what is happening and when you can expect a response.

What happens if I'm still unhappy?

If we have provided you with a final response and you remain unhappy with Simplyhealth you will have the right to refer your complaint to the Financial Ombudsman Service, within six months of the date of our final response. For more information about this service please contact the Ombudsman directly.

Call: 0800 023 4567 or 0300 123 9123

Write to: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

If you bought the policy online and you wish to make a complaint you can use <http://ec.europa.eu/odr> which is the European Commission's Online Dispute Resolution (ODR) platform. The ODR platform will not resolve your complaint, but provides an alternative way to access the Financial Ombudsman Service.

Our complaint process is designed to be simple and straightforward. We will listen to your concern and find out what happened. If we've done something wrong we'll do our best to put it right.

We aim to resolve concerns as quickly as possible, but if we need more time to find out what's happened, we will contact you within 5 working days to let you know.

Our aim is to investigate and resolve the majority of concerns within a reasonable timeframe. If we need longer than 4 weeks to resolve your concern we will contact you to let you know what is happening and when you can expect a response.

If we have provided you with a final response and you remain unhappy with Simplyhealth you will have the right to refer your complaint to the Financial Ombudsman Service, within six months of the date of our final response. For more information about this service please contact the Ombudsman directly.

Call: 0800 023 4567 or 0300 123 9123

Write to: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

If you bought the policy online and you wish to make a complaint you can use <http://ec.europa.eu/odr> which is the European Commission's Online Dispute Resolution (ODR) platform. The ODR platform will not resolve your complaint, but provides an alternative way to access the Financial Ombudsman Service.

Our complaint process is designed to be simple and straightforward. We will listen to your concern and find out what happened. If we've done something wrong we'll do our best to put it right.

We aim to resolve concerns as quickly as possible, but if we need more time to find out what's happened, we will contact you within 5 working days to let you know.

Our aim is to investigate and resolve the majority of concerns within a reasonable timeframe. If we need longer than 4 weeks to resolve your concern we will contact you to let you know what is happening and when you can expect a response.

If we have provided you with a final response and you remain unhappy with Simplyhealth you will have the right to refer your complaint to the Financial Ombudsman Service, within six months of the date of our final response. For more information about this service please contact the Ombudsman directly.

Call: 0800 023 4567 or 0300 123 9123

Write to: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

If you bought the policy online and you wish to make a complaint you can use <http://ec.europa.eu/odr> which is the European Commission's Online Dispute Resolution (ODR) platform. The ODR platform will not resolve your complaint, but provides an alternative way to access the Financial Ombudsman Service.

