

Our complaint process for cash plans and dental plans



Cash Plans



Dental Plans



If it concerns you, it concerns us

At Simplyhealth we aim to provide you with the highest level of customer service and care at all times.

This booklet contains the process that your complaint will follow.

If you are concerned that we have, for example:

- failed to do something
- not done something properly
- been unfair or unreasonable
- mismanaged something

...then it is most definitely our concern too.

Feedback from customers, whether good or bad, is the best way for us to make improvements to our service in the future. We hope that the simple steps we have outlined will help provide you with an answer to your concern as quickly as possible.

Tell us about your concern

Please contact our Customer Relations team:

Phone: 0370 908 3310*
9am to 5pm weekdays

By letter: Customer Relations Team, Simplyhealth, Hambleden House,
Waterloo Court, Andover, Hampshire SP10 1LQ

Email: customerrelations@simplyhealth.co.uk

When you contact us with your concern we will try to resolve it in a timely manner. However, if we have not been able to resolve it for you as quickly as we'd like, we will send you a letter of acknowledgement to confirm that we are investigating your concern.

We will provide you with a final response as soon as possible, and our aim is to fully resolve your complaint within eight weeks of receipt of your initial contact. Each complaint is taken very seriously and treated individually and every effort will be made to ensure that you are satisfied with the way your complaint has been handled.

Should you remain unhappy

If you are dissatisfied following our final response, you 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 please contact them directly.

Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123*

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

Website: <http://www.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.

*Calls to 03 numbers are no more expensive than calling numbers starting with 01 or 02 and are included in free call packages from landlines and mobiles.

Contact us

Customer Relations team

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