

TeladocTM
HEALTH

teladochealth.com

WE ENCOURAGE YOU
to express your views
and experiences

HOW TO

make a comment or formal complaint

Your satisfaction is very important to us

We do everything possible to get things right but if there is something we need to improve, we'll learn from it and put it right.

If you have a concern or a complaint, we want to resolve it quickly and simply. If you're unhappy about any aspect of the services we provide, please talk to us.

By calling a member of our customer support team, we can often clear up any issues quickly and agree with you what to do next. If it's not possible to sort out your concern in this way and you wish to make a formal complaint this leaflet explains how to do it.

We're focused on delivering an excellent customer experience; we value all the feedback we receive from our customers and are committed to addressing all complaints fairly.

Contact our Support Team on [0203 499 0736](tel:02034990736) who will try to resolve the issue and offer you further advice on the complaints procedure.

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible, ideally within a matter of days, so that we can get a clear picture of the circumstances surrounding the complaint.

how you can contact us

You can complain or give feedback:

By Email:

qualityassuranceuk@teladochealth.com (please include 'Complaint' in the subject line)

By Telephone:

You may also make your complaint via telephone, 0203 499 0736 , letting our team know you wish to make a formal complaint.

In writing to:

Complaints Team, Teladoc Health, Floor 5, Aspect House, Teladoc Health UK LTD 84-87 Queen's Road, Brighton BN1 3XE

To help us to investigate your complaint, please provide as much information as possible.

Please Include the following:

1. Your full name and a valid email or home address (including postcode) for reply;
2. Your date of birth;
3. A contact phone number in case we need to contact you for additional information;
4. A clear description of what you want to complain about and when this happened;
5. Any relevant correspondence.

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what happens next?

Teladoc Health acknowledges all complaints within 2 working days and will let you know who is handling your complaint. A further response will be sent within 14 working days following an investigation.

If it is not possible to conclude any investigations within the 14 days then we will update you on our progress and will give you the time scales involved.

What if I am not happy with how you respond to my complaint?

If you remain dissatisfied with the response received please contact us on the details provided on the written response you received. We ask if you can please explain why you still are not reassured and our team will try and resolve your continued concerns,

You do have the right to appeal the response you receive, upon which your appeal will be progressed to Stage two of our complaints process within which investigation and response will be handled by our team of Directors.

If you're unhappy with the result of your complaint, you can appeal to the Independent Sector Complaints Adjudication Service (ISCAS). ISCAS adjudication is only designed to be used once all stages of the complaints process have been exhausted.

Independent Sector Complaints Adjudication Service,
70 Fleet Street, London EC4Y 1EU

Telephone: 020 7536 6091

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