



We Encourage You
to express your views
and experiences

Your voice matters to us

At Teladoc Health UK, we are committed to providing high-quality, supportive care and want every experience with our services to meet your expectations. We welcome your views—whether you'd like to share what's working well or raise a concern.

By sharing your experience, you help us understand what matters most to you and continue improving our services, so we can ensure you feel confident, heard, and satisfied with the care you receive.

How to contact us

By Email:

qualityassuranceuk@teladochealth.com

By Telephone:

02023 499 0736

In Writing:

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



What happens next?

Teladoc Health UK recognises feedback and complaints within three working days and will inform you about the individual responsible for addressing your concerns.

Stage 1

You'll be invited to speak with a member of our team who is investigating your complaint, allowing you to discuss your concerns and agree on the main points. This conversation can take place by phone or video call—whichever is most comfortable for you.

Within five working days, we'll send you a written summary of the discussion. We'll thoroughly investigate your concerns and aim to provide you with a full written response within 20 working days. If we need a little more time, we'll keep you updated every 20 working days, explaining what's happening and why, so you're always informed and supported throughout the process.



Stage 2

If you feel your concerns were not fully resolved at Stage 1, you can go ahead and review your complaint at Stage 2 within six months. We'll ask you to briefly outline the remaining issues and what you would like us to investigate further.

You'll be invited to speak with us by phone or video call so we can better understand your concerns and what outcome you're hoping for. A senior Director-level member of our team will carefully review your complaint. We aim to provide a full written response within 20 working days, or keep you updated every 20 working days if more time is needed.

Wherever possible, we aim to complete Stage 2 within three months, and we'll always explain if a longer timeframe is required.

Dissatisfied with the final outcome of your complaint?

If you're dissatisfied with the outcome of your stage 2 complaint, you can appeal to the Independent Sector Complaints Adjudication Service (ISCAS). Contact: Independent Sector Complaints, Adjudication Service, 70 Fleet Street, London, EC4Y 1EU. Telephone: 020 7536 6091



Teladoc[®] HEALTH

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