

## How to Make a Complaint

We aim to provide you with the highest levels of customer service and care at all times. However, if something has gone wrong, we want to do everything we can to put it right as quickly and effectively as possible. This is why we have put in place a simple procedure for you to raise any concerns or complaint you may have.

If you wish to make a complaint, in the first instance please contact: Complaints Department, Boots Dental Plan, PO Box 6905, Basingstoke, Hampshire, RG24 4TE

Telephone: 0345 840 1111

Email: [boots@denisuk.com](mailto:boots@denisuk.com)

We will contact you within three days of receiving your complaint to inform you of what action we are taking. We will try to resolve the problem and give you an answer within four weeks. If it will take us longer than four weeks we will tell you when you can expect an answer.

Alternatively, at any stage, you may have the right to contact the Financial Ombudsman Service who can review complaints from eligible complainants. Further information can be found at: <http://www.financial-ombudsman.org.uk/default.htm>

Financial Ombudsman Service Exchange Tower, Harbour Exchange Square, London E14 9SR

By telephone on 0800 023 4567 or 0300 123 9123

By e-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

This complaints procedure does not affect any legal right you have to take action against us.

The role of the Ombudsman is to review complaints impartially and to make a fair and reasonable decision based on the facts of each case. These procedures do not affect your legal rights.

## Compensation

We and the insurer are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations under this contract. This will provide cover for 90% of the claim without any upper limit.

Further details about compensation scheme arrangements are available from the FSCS - [www.fscs.org.uk](http://www.fscs.org.uk) or telephone 0207 741 4100.