

Complaints procedure

If you are dissatisfied with our service, we will respond to you in accordance with our formal complaints procedure as follows.

Step 1

- We will acknowledge within 3 working days
- We will investigate your complaint
- We will reply to you within 10 working days
- We will always aim to be fair, reasonable and impartial.

Step 2

If you feel that we've been unfair or not resolved your complaint, you can ask for a review. A senior manager will contact you to discuss the outstanding issues.

Step 3

Our final escalation point is to a director. The director will consider whether the complaint has been handled correctly and may make recommendations for resolving your complaint.

We will take any complaints very seriously. Our aim is to resolve them expediently, professionally and learn from any mistakes, so we can continuously improve the services we provide.

Send us your feedback and compliments

Call us on

01323 644422

Email us via

uk.info@careium.com

Write to us at

Customer Feedback
Careium
32 Tower View
Kings Hill
West Malling
ME19 4ED



Customer Feedback

Your feedback is important to us. We strive to exceed our customers' expectations and welcome your suggestions or compliments. If you have not had excellent service, we would like to hear from you so we can investigate and make the necessary improvements.



We want to hear from you

Careium believe in putting the customer first and so we actively encourage you to let us know about your experiences of the service we provide. If you have any comments you can:

- Use this form and send it back to us
- Tell a member of staff
- Call us on 01323 6444222
- Email us at uk.info@careium.com

You may nominate a third party to act for you. We will seek confirmation that they are authorised to represent you.



Your comments

Your details

Your Details

Name
Address
Postcode
Email
Telephone

Please return the completed form to:

Customer Feedback
Careium
32 Tower View
Kings Hill
West Malling
ME19 4ED

We will let you know if anything you tell us leads to a change of policy or service.

Data Protection

Your personal information provided to us will only be used for the purposes of providing feedback. It will not be used to market to you or passed to third parties.