

Complaints Process

Introduction

We aim to provide an excellent level of service to all of our customers, but we believe it is important that if we have not delivered the service you expect that you have the option to take it further. This document aims to explain how to complain to Cegedim Rx and what will happen once you have submitted your complaint.

When to tell Cegedim Rx about your complaint

If you are unhappy with the service we have given you or have an issue with one of our products. Please contact us as soon as possible. Examples of things that you might not be happy with are:

- Unreasonable Delays
- Mistakes
- How you have been treated
- Product problems

How to tell us

You can make your complaint to Cegedim Rx by Phone, Email or by Post.

| Phone | Email | Post |
|--|--|---|
| <p>Call the service desk on 0330 303 3340 and advise the analyst you speak with that you wish to make a complaint.</p> <p>Opening Times Monday - Friday 8:30 – 18:00 Saturday 9:00 – 13:00 Sunday – Closed</p> | <p>Send an email to service.escalations@cegedimrx.co.uk</p> <p>We are in the office between 8:30 and 18:00 Monday to Friday and aim to reply on the same working day but if you email outside of those time it may take us a bit longer to get back to you.</p> | <p>Write to us by posting your complaint to</p> <p>Service Escalations Cegedim Rx Cegedim House Marathon Place Leyland Preston PR26 7QN</p> |

What you'll need to tell us

When you contact us, please give us as much information as you can to help us understand and investigate your complaint.

Please include

- Your full name Address and Contact Telephone Number
- Any reference numbers you have
- Details of your complaint (What has happened)
- Any names of people you have been dealing with
- What effect it has had on your &/or your business
- Any supporting evidence (Example: BSA reports, invoices, letters from your customers)

What Cegedim Rx will do

When you tell us about your complaint we will

- Acknowledge you complaint as quickly as possible
- Give you the name and contact details of the person who will be dealing with your complaint.
- Try to solve your issues &/or answer your queries
- Keep you informed of the progress of our investigation
- Advise you of the outcome of our investigation
- Let you know how to take things further if you are still unhappy.

What will happen once you have made your complaint?

It doesn't matter how you submit your complaint, all complaints are initially logged on to our systems. Any letters or emails are attached for reference and you will be assigned to a complaint handler. The complaint handlers are managers within Cegedim RX and they will make contact with you. Our complaint handlers will normally call you initially (unless you have requested otherwise) to introduce themselves and give you their contact details and the reference number of your complaint. They will aim to get a better understanding of your complaint and the impact of your business.

Resolving the issue

We always try to resolve issues and answer queries as fast as possible and we appreciate that every issue is important but sometimes we need to prioritise our work to ensure serious issues are looked at first. If your complaint is having a negative impact on you or your business we will do

everything we can to help; however making a complaint won't get smaller issues looked at any faster as we need to be fair to all of our customers.

One of our core values is to be open and honest, if we have made a mistake we will acknowledge, apologise and explain what happened. We will also advise you what we are doing to reduce the chances of similar mistakes being made in the future. We will work with you and our third parties (if required) to try and rectify any mistakes and keep you informed throughout the process.

Taking your complaint further

If you are not happy with the result of your complaint it can be taken further by letting your complaint handler know. Your complaint handler will then put a report together on your behalf and take it to senior management or director level. The senior manager or director will then decide on the best course of action. The complaint handler may ask you to write to them to explain why you are not happy with the result of your complaint to use as part of their report.

The Process Visualised

