

# Advantage Dental Care Complaints Procedure

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,  
Denis UK Ltd, PO Box 6833, Basingstoke, Hampshire, RG24 4PR  
Telephone: 0800 633 5037 or +44 (0) 203 6996 581 from outside the UK.  
Email: [assistance@denisuk.com](mailto:assistance@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' which includes private individuals, sole traders, small partnerships as well as small businesses with a yearly turnover of less than £6.5 million. Further information can be found at:

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Financial Ombudsman Service,  
Exchange Tower, Harbour Exchange Square, London, E14 9SR  
E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Tel: 0800 023 4567 or 0300 123 9123

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