

Complaints Code of Practice



Classification

Public

Document Control

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Document Classification

DigitalWell has classified this document as stated in the header. We do not wish for any third party other than that specifically tasked with its evaluation to have access to any content.

This document may contain sensitive information, which if were to be obtained by a competitor could place DigitalWell at a disadvantage.

We hope you look upon this statement favourably.

DigitalWell Complaints Procedure

Making a Complaint

At DigitalWell, we welcome all feedback, both positive and negative. If you have concerns about our service, we want to hear from you. Your feedback helps us improve our processes and ensure the best possible experience.

You can contact us using any of the below methods:

- **Email:** complaints@digitalwell.com
- **Phone:** +353 (0)1 224 2000
- **Post:** DigitalWell, 20 Haddington Road, Dublin 4, D04 HE94

Complaints Policy

DigitalWell is committed to delivering a high-quality service to all our customers. We recognise that issues may occasionally arise, and when they do, we want to address them quickly and fairly. If you wish to raise a concern or make a formal complaint, please bring the matter to a member of our team as soon as possible.

This procedure outlines how we handle complaints to ensure they are dealt with promptly and thoroughly.

How to Make a Complaint

If you are unhappy with any aspect of our service, you can contact us through any of the following methods:

- **Website:** You can submit a complaint via our website using complaints form: <https://digitalwell.com/complaint/>
- **Email:** complaints@digitalwell.com
- **Phone:** +353 (0)1 224 2000
- **Post:** DigitalWell, 20 Haddington Road, Dublin 4, D04 HE94

When submitting a complaint, please include as much detail as possible (your name and contact details, dates, reference numbers, supporting documents, and a clear description of the issue) to help us investigate promptly.

Verbal Complaints

If you would like to discuss any aspect of our service, please contact us at your earliest convenience. Our team will do their best to resolve your concern quickly.

If you feel the issue has not been resolved to your satisfaction, you may request for the matter to be escalated to a manager or Supervisor within our Operations team.

We will document verbal complaints to ensure they receive proper follow up and oversight.

What Happens Next

Once we receive your complaint:

Acknowledgement (within 2 working days)

We will send you an acknowledgment confirming we have received your complaint and provide you with a **unique reference number** for tracking purposes.

Investigation

A member of the DigitalWell team will conduct a thorough review of your complaint. This may include:

- Assessing internal logs and communication records
- Consulting staff involved
- Reviewing relevant policies, processes, or technical data
- Contacting you if additional information is required

Response (within 10 working days)

You will receive a full written response outlining:

- The outcome of the investigation
- Any steps taken to resolve the issue
- Any corrective actions or improvements we plan to implement

Delay Notification

If, for any reason, we are unable to provide a full response within the standard 10 working days, we will:

- Inform you of the reason for the delay
- Provide an updated timeline for resolution
- Maintain communication until the matter is resolved

If You Are Not Satisfied

If you remain unhappy with the resolution provided, you may request an internal review by a senior member of the DigitalWell management team. They will reassess the investigation and provide a final response. You also have the right to escalate your complaint to ComReg.

Phone: 01 804 9668

Email: consumerline@comreg.ie

Website: www.comreg.ie

Our Commitment to You

DigitalWell takes all complaints seriously and aims to resolve issues in a fair, transparent, and timely manner. We handle every complaint according to the following principles:

- **Respect:** You will be always treated professionally and courteously.
- **Fairness:** Your complaint will be reviewed impartially and with an open mind.
- **Confidentiality:** All information will be handled in line with our privacy obligations.
- **Accountability:** Where we have fallen short we will work to correct the issue.