**Customer Complaints – Disputes policy**

SmartCare Pharmacy will always strive to ensure we offer the best customer service but from time to time it is recognised that disputes will arise either directly with us or indeed concerning the products or services from third parties that we endorse.

This policy tries to set out a recommended customer procedure for dealing with disputes.

**Stage 1**

Please telephone us in the first instance on 0208 903 4065 to discuss your concerns. In our experience most disputes can be amicably resolved through direct contact with our team. Please provide us with clear and concise details of your concerns including order/delivery numbers, your contact details and that of any other party involved and what type of outcome you wish for.

In the unlikely event that we are unable to satisfy you over the phone, a full transcript of the conversation together with any further subsequent recommendations will be sent to you within 48 hours. This is by way of confirmation of receipt of your complaint. If we do not hear from you within a further 5 days to confirm the accuracy of the document or your acknowledgement of satisfaction, we will assume you are satisfied with our resolution. If you are not satisfied then we invite you to stage 2 of our procedure.

**Stage 2 - Escalation**

Please contact us as soon as possible to express your request to escalate your concerns. A fuller investigation will be undertaken that may involve third party requests for information as in the case of third party products or services. We are also under obligation to inform our insurance company of the dispute. A further written response will be sent to you not more than 25 days from the date you first contacted us. Should you still not be satisfied at this stage then you are invited to the final stage of our procedure by way of a recommendation.

**Stage 3 Final stage**

We are registered with the General Pharmaceutical Council http://www.pharmacyregulation.org/form/reporting-concern or they can be contacted on

Tel: 0203 713 7950 or email: concerns@pharmacyregulation.org their website can provide you with additional information to further your complaint.

You are of course entitled to seek independent legal advice either through a solicitor or the Insurance Ombudsman.

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