

## Customer Complaint Policy

### 1. Purpose

We are committed to providing excellent customer service and ensuring satisfaction. This policy outlines our approach to handling customer complaints, aiming to resolve issues fairly, effectively, and efficiently.

### 2. Scope

This policy applies to all complaints received from customers about our products, services, or employees.

### 3. Our Commitment

We pledge to:

- Handle complaints with courtesy, empathy, and professionalism.
- Investigate complaints promptly and thoroughly.
- Aim to resolve complaints within a reasonable time frame.
- Learn from customer feedback to improve our service.

### 4. How to Submit a Complaint

Customers may submit complaints by:

- **Email:** [complaintsUK@henryscheinone.com](mailto:complaintsUK@henryscheinone.com)

Please provide a description of the issue, relevant dates, and any supporting documents.

### 5. Complaint Resolution Process

- **Acknowledgment:** We will acknowledge receipt of the complaint within 24-48 hours.
- **Investigation:** We will review the complaint thoroughly, seeking clarification as needed.
- **Resolution:** A proposed resolution will be communicated to the customer normally within 5-7 business days of receiving the complaint. If more time is required, we will inform the customer of the delay and estimated resolution date.
- **Closure:** The complaint will be closed once an agreement has been reached or if we determine all possible solutions have been exhausted.

### 6. Escalation

If the customer is unsatisfied with the proposed resolution, they may request further escalation. Escalated complaints will be reviewed by a manager or senior staff member.

### 7. Confidentiality

All complaints and personal information will be handled confidentially in compliance with relevant privacy laws.



## HENRY SCHEIN ONE UK LTD

### **8. Review and Continuous Improvement**

We will regularly review complaints and feedback to identify trends and make improvements to our products, services, and customer service practices.

#### **Contact Information:**

For any questions related to the application or content on this policy please contact the document approver as shown below or your Compliance Manager.

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Approved By : **Tom Mundy**

Next Review Date : **December 2025**