



SMILES RETAIL COMPLAINTS CHARTER

Despite our best efforts things can go wrong and when they do we want to know so that we can put them right as soon as possible. In the unfortunate circumstance that you have a complaint, please get in touch with us straight away. The staff in our retail units are here to listen to your complaints. They will ask you about the nature of the complaint and seek to resolve the problem.

To send us your comments, a complaint or an enquiry about SMILES Retail:

- **Web:** www.rehab.ie/rehabenterprises/managedservices.aspx
- **Phone:** 01 2057200
- **Contact Name:** Dawn Browne or Nicola Mullett
- **Email :** retail@rehab.ie
- **Text:** 086 7714160 or 087 8332322
- **Write:** Customer Services, SMILES Retail, Rehab Enterprises Ltd., Roslyn Park, Sandymount, Dublin 4.

What can you expect once you have registered your complaint?

At SMILES Retail we will endeavour to provide you with the most suitable response specific to your particular needs and to ensure where possible that a full resolution to your complaint is provided. We will review your complaint fully, taking into account all the points raised in your correspondence and the details held in our records.

If you email us, we will endeavour to acknowledge your complaint on receipt and aim to resolve it within 48 hours. Some complaints by their very nature however may take longer. If this is the case, we will keep you posted of how long it is expected to take to resolve.

Should you contact us by letter, we will endeavour to both acknowledge and respond to you within 5 working days.

What can you do if you are dissatisfied with our response?

We hope to resolve every complaint promptly and to your satisfaction. But if for any reason you are not fully satisfied with our reply, please tell us and let us know where you think further attention is required. We can then review your complaint, and our response, and let you know if anything else can be done.

Should you require this information in alternative format please contact us at the contact details above

