

This Policy

This policy explains how:

- you, the customer, can raise a complaint with us, Minder Limited trading as Mindme, about our products or services; and
- how we will deal with your complaint.

We hope that you never have cause to complain about our products or service. However we recognise that we may not always get things right and it is important that you raise a complaint with us in those cases.

How To Make A Complaint

If you would like to make a complaint, please do so by:

- Calling us on 0345 459 1110; or
- Writing to us at: Customer Services, Minder Limited, 19 Great Linns, Marston Moretaine, Bedford MK43 0DD; or
- Emailing us at complaints@mindme.care.

Information

Please include the following information if you are writing to or emailing us:

- Your full name;
- Your contact details (telephone and email);
- The device username if it relates to a device or the service;
- Any dates and times which are relevant to your complaint;
- A summary of the problem or problems you have experienced and why the services were not satisfactory.

What To Expect

Complaints will be received and processed during our standard office hours which are 09:00 to 17:00 Monday to Friday excluding UK public holidays.

Acknowledgement

We will acknowledge your complaint within 2 business days of receipt of it.

Investigation

We will then investigate your complaint. We may need to contact you in order to obtain further details.

Response

We will ordinarily provide a full response via email within 14 days of the receipt of your complaint. However if our investigation will take longer we will let you know and will give you an estimated timeframe.

We may agree with some or all of your complaint. If this is the case then we aim to offer a satisfactory solution to you which may include:

- A full refund;
- A partial refund;
- A discount against your subscription;
- Provision of the services again.

Whilst the above examples are the usual solutions we offer, there may be occasions where we offer a different solution if it is more appropriate.

If we do not agree with your complaint we will provide you with full details to explain this. If you are unhappy with this then you may wish to escalate matters externally (see below).

The TSA

Whilst the Telecare industry is not regulated by an independent adjudicating body or Ombudsman we are a member of the Telecare Services Association (TSA) and adopt their principles.

The TSA's contact details and information about complaints can be found at <https://www.tsa-voice.org.uk/contact/terms-conditions/>.

Legal Claims

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved via any of the above methods, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

Information about your legal rights as a consumer can be found on the Citizens Advice Bureau website (<https://www.citizensadvice.org.uk/>).

Last updated on 1 August 2024.