



Make a complaint

At HSF Health Plan, we strive to provide the highest standard of service to all our policyholders. We understand that things may not always go as planned, and we want to make sure that you feel heard and supported if you encounter any issues with our service.

How to make a complaint

If you have any concerns, please don't hesitate to contact us:



Call us
020 7928 6662



Email us
customer.service@
hsf.eu.com



Write us
24 Upper Ground, London, SE1 9PD

How we handle your complaints

We are committed to acknowledging, investigating, and resolving complaints within 5 business days, or sooner. In some cases, we may need to seek a medical opinion, which could take longer. However, we will keep you informed of progress throughout the process.

Our Operations Manager or another senior employee will handle your complaint in the first instance, ensuring that your concerns are reviewed carefully and resolved as quickly as possible.

We will carefully review your concerns and our documentation/records, and may need to contact you or other parties to clarify matters. We will provide a full response to your complaint, ensuring that you are satisfied with the outcome.

If you do not reply within 14 business days indicating dissatisfaction with our response, we will treat the matter as closed.

It sometimes takes longer to investigate a complaint if it is necessary to seek a medical opinion. We will keep you informed of progress if no decision on your complaint is made within 4 weeks of receipt.

At HSF Health Plan, we take all complaints seriously and use them as an opportunity to improve our service. We welcome all feedback and will always strive to ensure that our policyholders feel heard and supported.

We aim to resolve all complaints in a fair manner, and we will explain our conclusions to you clearly, however, if your complaint has not been resolved to your satisfaction on receipt of our final decision letter, or if we have not resolved your complaint within 8 weeks, you may refer to the Financial Ombudsman Service (FOS):

Post	The Financial Ombudsman Service Exchange Tower, London, E14 9SR
Call	0300 123 9123
Email	complaint.info@financial-ombudsman.org.uk

Please note that if you are unhappy with our final response and wish to refer the matter to the Financial Ombudsman, you must do so within 6 months of the date of our final letter.