

Progressive Dental Supplies Spain S.L.

COMPLAINT HANDLING PROTOCOL

The following is the internal complaint handling protocol for PDS Spain employees

CUSTOMER COMPLAINT GOALS

At PDS Spain, we are determined to provide courteous, expedient service in the resolution of complaints and aim to provide an outcome in line with our policies and procedures. We have developed a complaint handling protocol to provide policyholders with a formal internal process through which complaints can be lodged, reviewed and resolved by the company.

WHAT CAN YOU EXPECT FROM US?

When a complaint is presented, the complainant can expect to be treated in a professional way and will have the opportunity to provide PDS Spain with the details of the issue for review. This review will be done by the management if necessary.

HOW TO FILE A COMPLAINT

PDS Spain provides several options in submitting a complaint.

Standard complaint form (attached)

This complaint form will be available anytime in the seminars. Users can write their complaints in this form. They must indicate their name, surname, address and any other information needed to contact them.

E-Mail

If contact via e-mail is desired, the message will then be forwarded to the appropriate person in accordance with our complaint handling protocol.

COMPLAINT ACCEPTANCE GUIDELINES

PDS Spain can reject a complaint only in the following cases:

- The complaint does not include the complainant's name and phone number or email address.
- The complaint contains any abusive language

CLOSING THE COMPLAINT

Once the solution is communicated to the complainant, the decision or actions will be carried out and recorded in our complaint register for a period of 5 years.

APPEALS

In case a complaint is rejected or the complainant does not agree with the solution find by PDS Spain, he/she can appeal to a third party, the Lawyer Ms. Ines Mínguez, address General Concha 10 – 48012 Bilbao (Spain), that she will act truthfully and in accordance to their conscience, or to his/her local consumer rights/protection office. PDS Spain will defer to the decision made by the aforementioned third parties.

MONITORING AND EVALUATION

As part of our drive for continuous improvement, we review our complaints management process regularly to identify trends in complaints and areas of service needing improvement.

Written records of the outcome of complaints and appeals are retained as appropriate, in order to provide a report on the handling of such matters and any common themes arising.

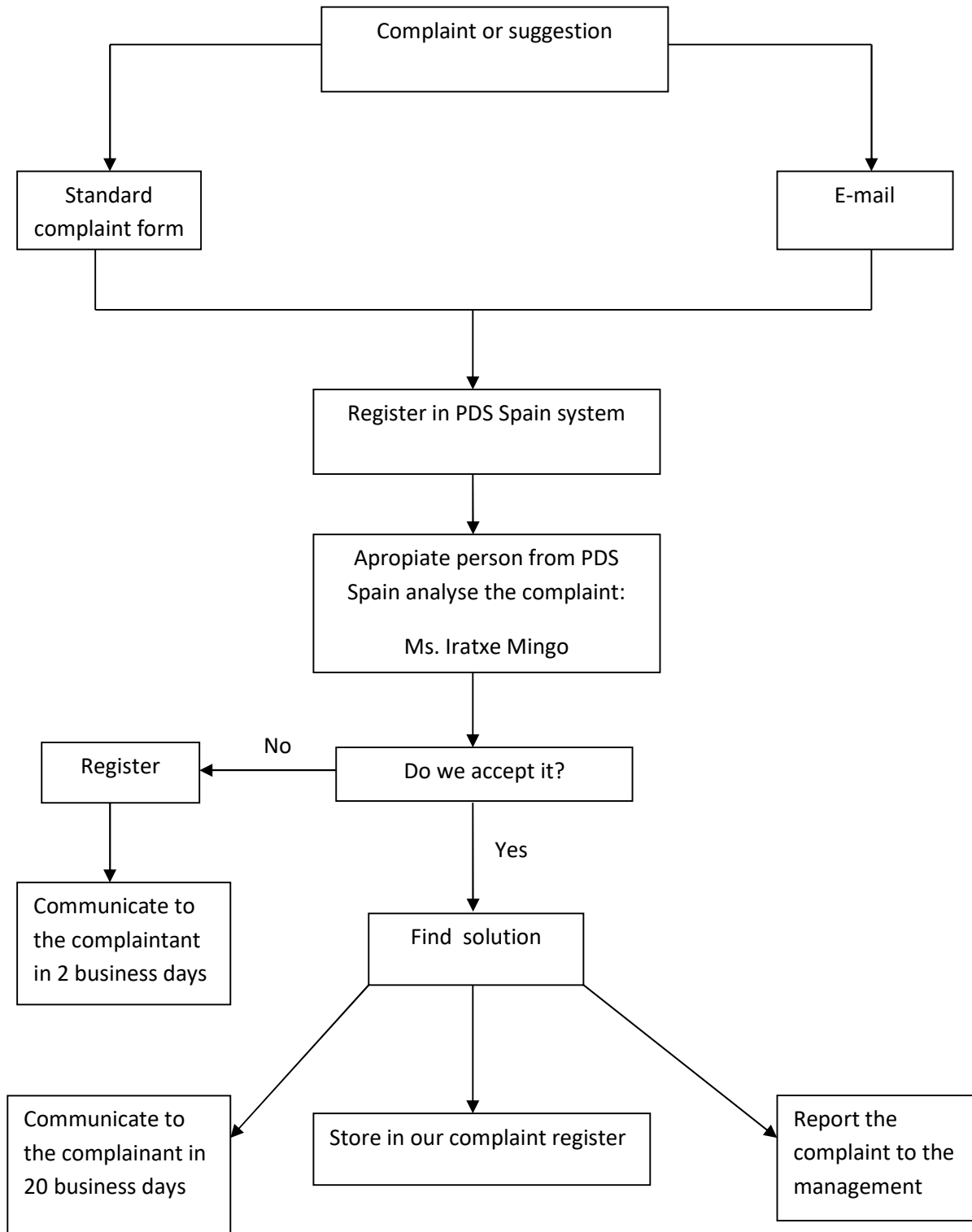
CONFIDENTIALITY

Personal information related to complaints is kept confidential.

We keep the complaint confidential and do not disclose it to another person without the complainant's consent except if disclosure is required by law or if disclosure is necessary to effectively deal with the complaint.

COMPLAINT PROCEDURE – FLOW CHART

There will be a general procedure to guarantee a solution as fast as possible.



Complaint Form

Completion of this form is not required to formally initiate a complaint: however completing this form will assist the review process. When completed, please return this form to PDS Spain, Pol. El Campillo, Edificio Meatza 2 Dpto 12. You will be contacted as soon as possible for a confidential interview to discuss the complaint.

1. Contact information:

First Name: _____

Last Name: _____

If you do not provide your name or other information it may be impossible for us to refer, respond to, or investigate your complaint.

Address: _____

City/Town: _____

Zip code: _____ Country: _____

Phone number _____

Email address: _____

Your E-mail address is required if you would like us to send you a reference number for your complaint. The reference number will make it possible for you to access your complaint later.

2. About your complaint

Describe briefly you complaint:



3. Allegations. Include dates and locations. Use as many additional sheets as necessary:

4. Has anyone been notified of your complaint? If so, who and when:

5. Additional Comments:
