



Complaint Policy Sheet

Personal Data:

Name: _____

Phone number: _____

E-mail address: _____

Data concerning the complaint

The date of the event: _____

Please select the category of the complaint:

Transfer Service:

- I was not picked up by the driver
- The driver was late
- The driver was impolite
- The driver was driving badly
- The vehicle was not appropriate

Hotel Service:

- I had problems with the check-in
- I had problems with the reception's attitude
- I had problems with the size of my room
- I had problems with the cleanliness of my room
- I had problems with the facilities of my room
- I had problems with the standards and cleanliness of the service area
- I had problems with the standards of the breakfast
- I had problems with the standards of the bar

Dental Service:

- I'm not satisfied with the communication of my dentist
- I'm not satisfied with the treatment plan and the quote
- I'm not satisfied with the result of the dental service
- I did not get the dental service that I expected
- I'm not satisfied with the total amount of my invoice
- The treatment was inconvenient for me
- My waiting time was too long before my treatment

Customer Service:

- The customer service was not available when I needed it
- The customer service did not pay attention to my problem properly
- The language skills of the customer service agent was not appropriate
- The customer service agent was not polite enough
- I did not get sufficient information during my treatment

Please describe your complaint in detail:

Please explain how it could be improved:

Thank you for sharing your opinion with us. We are really sorry if we caused you any kind of inconvenience. We are handling your complaint seriously and we are going to give you a feedback (after we clarified all the details and facts in the clinic). In the meantime we ask for your patience.

In case you would like to make a complaint on the phone, please dial the following numbers:

- ✓ Switzerland (German) +41 43 508 27 36
- ✓ Switzerland (French) +41 22 518 18 97
- ✓ Switzerland (German) +41 43 508 27 36
- ✓ France +33 9 75 18 57 83
- ✓ Belgium +32 2 588 19 78
- ✓ Denmark +45 89 88 28 95
- ✓ Ireland +353 766 80 56 44
- ✓ Norway +47 8 150 31 32
- ✓ United Kingdom +44 2031 29 18 29
- ✓ Germany +49 322 21 09 35 28

In case you would like to make a complaint personally, you can do it at the following address:

Helvetic Clinics
Revay u. 12
HU-1065 Budapest
Hungary

In case you would like to make a complaint via e-mail, then please write a letter to the following e-mail address: info@helvetic-clinics.eu

We are certain that we will be able to handle your complaint in a reassuring way. Thank you for your patience.

Best Regards,

Management of Helvetic Clinics