KINSHIP COMPLAINTS PROCEDURE · LEGAL

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Kinship Complaints Procedure

If something isn't right, tell us

We build Kinship for families, and when something goes wrong we want to hear about it, fix it, and learn from it. Complaining will never affect the care anyone receives.

How to reach us

- Email: complaints@withkinship.ai
- Or tell your care manager or message us in the app, and we'll treat it with the same care

What happens next

1. **Within 3 working days** we'll confirm we've received your complaint and tell you who is looking after it.
2. **Within 15 working days** we'll give you our full response: what happened, what we're doing about it, and anything we're putting right.
3. If it's complicated and we need longer, we'll tell you why and keep you updated at least weekly. We'll always give you our final response within 30 working days.

If your complaint is about care in the member's country

Care there is delivered by the plan's Care Partner - the local Kinship company named in the plan and listed in our Care Partner Schedule. You don't need to work out who to contact: complain to us at complaints@withkinship.ai and we'll make sure it reaches the right people. Complaints about that care are handled by the Care Partner under this shared procedure, on the same timescales, and we stay involved until it's resolved.

If your complaint is about the health benefits in a plan

Health benefits are provided by the named provider in the member's benefit documents, and they deal with members directly on anything inside those documents. We'll help you get to the right people, and a care manager can sit with your loved one while she talks to them, but the provider's answer on their benefits is theirs to give. Their contact details are in the benefit documents in the app.

If you're not happy with our final response

Tell us, and it goes to a director for a fresh review within 10 working days. If we still can't put it right between us, we'll point you to independent options for resolving the dispute, including alternative dispute resolution, and nothing in this process takes away your legal rights.