

GLOBAL HEALTH

Complaints Procedure

All Markets | www.myglobalhealth.online/complaints

Effective Date: 1 July 2026

We take every complaint seriously. If something has not gone right, we want to hear from you and fix it. This page explains how to raise a concern, what happens next, and where to go if we cannot resolve it to your satisfaction.

How to Submit a Complaint

Email us at globalhealth@myglobalhealth.online with the subject line “Formal Complaint” and include:

- Your full name and account email address.
- Your booking reference number (if the complaint relates to a specific consultation or order).
- The date of the consultation, booking, or incident.
- A clear description of your complaint and the outcome you are seeking.
- Any supporting documentation or screenshots where relevant.

We accept complaints in English, Portuguese, Czech, Spanish, Romanian, and Arabic.

What Happens Next

1

Acknowledgement — within 2 business days

We will confirm receipt of your complaint, assign it a reference number, and let you know whether it is a platform matter (handled by us directly) or a clinical matter (referred to the Clinician).

2

Investigation — within 14 business days

We investigate your complaint and, where it involves a Clinician, we engage with them to understand what happened. We may contact you during this period for further information.

3

Resolution — written outcome

We will send you a written outcome explaining our findings and any action taken or remedy offered. If we cannot resolve the matter within 14 business days, we will update you with a revised timeline.

Response Timeframes

Step	Timeframe	Applies to
Acknowledgement	2 business days	All complaints
Resolution — platform matter	14 business days	Payment, booking, technical
Resolution — clinical matter (referred to Clinician)	14 business days from referral	Consultation quality, conduct

Refund (where applicable)	14 days (EU) / 7 business days (Brazil)	Following confirmed refund decision
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Types of Complaint

Platform complaints

These include: payment errors; booking failures; cancellation or refund disputes; technical issues; data protection concerns; or anything related to the operation of the Platform. These are handled directly by Global Health.

Clinical complaints

These include: concerns about the quality, conduct, or outcome of a medical consultation; concerns about a Clinician's professional behaviour; or concerns about a prescription or referral issued through the Platform. Clinical complaints are referred to the relevant Clinician under our formal escalation process. If the Clinician does not respond adequately, Global Health will escalate including, where appropriate, suspension or removal from the Platform and referral to the relevant medical regulatory body.

Data protection complaints

If your complaint concerns how your personal data has been handled, please contact our Data Protection Officer directly at a7med.maklad@outlook.com. You also have the right to contact the supervisory authority for data protection in your country — see below.

If We Cannot Resolve Your Complaint

If you are not satisfied with our response, you have the right to escalate to an independent body. The relevant bodies depend on your country and the nature of your complaint:

IE Ireland

Irish Medical Council (IMC) — Professional conduct of a Clinician. www.medicalcouncil.ie

Competition and Consumer Protection Commission (CCPC) — Consumer rights disputes. www.ccpc.ie

Data Protection Commission (DPC) — Data protection complaints. www.dataprotection.ie

Health Information and Quality Authority (HIQA) — Healthcare service standards. www.hiqa.ie

PT Portugal

Ordem dos Médicos — Professional conduct of a Clinician. www.ordemosmedicos.pt

Entidade Reguladora da Saúde (ERS) — Healthcare service quality. www.ers.pt

CNPD — Data protection complaints. www.cnpd.pt

Rede de Arbitragem de Conflitos de Consumo — Consumer disputes. www.consumidor.gov.pt

CZ Czech Republic

Česká lékařská komora (ČLČ) — Professional conduct of a Clinician. www.lkcr.cz

Ministerstvo zdravotnictví ČR (MZČR) — Healthcare provider complaints. www.mzcr.cz

ÚOÚ — Data protection complaints. www.uouu.cz

Česká obchodní inspekce (ČOI) — Consumer disputes. www.coi.cz

ES Spain

Consejo General de Colegios Oficiales de Médicos (CGCOM) — Professional conduct of a Clinician. www.cgcom.es

AEPD — Data protection complaints. www.aepd.es

Dirección General de Consumo / OMIC — Consumer disputes. www.consumo.gob.es

RO Romania

Colegiul Medicilor din România (CMR) — Professional conduct of a Clinician. www.cmr.ro

ANSPDCP — Data protection complaints. www.dataprotection.ro

ANPC — Consumer protection disputes. www.anpc.ro

BR Brazil

Conselho Federal de Medicina (CFM) — Professional conduct of a Medical Provider. portal.cfm.org.br

ANPD — Data protection complaints. www.gov.br/anpd

Procon / consumidor.gov.br — Consumer protection disputes. www.consumidor.gov.br

EU Online Dispute Resolution

For patients in EU member states, the European Commission provides an Online Dispute Resolution (ODR) platform for resolving disputes with online traders. You may submit a complaint at:

<https://ec.europa.eu/consumers/odr>

The ODR platform is available to patients in Ireland, Portugal, Czech Republic, Spain, and Romania. It is not available to patients in Brazil or the United Kingdom.

Contact

Global Health — Complaints

Email: globalhealth@myglobalhealth.online

Subject line: "Formal Complaint"

Data Protection Officer: a7med.maklad@outlook.com

Website: www.myglobalhealth.online/complaints

This Complaints Procedure applies across all markets in which Global Health operates. It is reviewed annually and updated when our services, regulatory obligations, or operating markets change.