

Complaints Procedure

The handling of complaints is of great importance to our business. We take customer feedback very seriously, striving to improve our business and service for the benefit of our customers. Our goal is to treat each case impartially, sympathetically and in a consistent manner with minimal delay. Where it is not possible to resolve the problem to the customer's satisfaction, we aim to act in a courteous, reasonable and prompt manner. When disputes cannot be resolved satisfactorily we fully support and work with independent dispute resolution schemes, such as the Claims Management Regulator.

DTB Investments Limited is regulated by the Department for Constitutional Affairs in respect of regulated claims management activities, number CRM 1779.

What is a Complaint?

At DTB Investments Limited, we define a complaint as:

'Any expression of dissatisfaction by a customer whether oral or written and whether justified or not, about providing or failure to provide a claims management service regulated under the Compensation Act 2006'.

Examples as follows:

- a) Breach of Rules or Guidance.
- b) Failure to comply with any responsibility arising under the Compensation Act 2006.
- c) Negligence, a breach of an agreement or any Act or other rules of law which may be applicable to the relevant business of DTB Investments Limited.
- d) Misrepresentation, bad faith or other mal-practice.

How do I Complain?

You can telephone our office, write to us, contact us by email or visit us in person to provide us with details of your complaint.

Our contact details are as follows:

DTB Investments Limited
19 Lower High Street
Stourbridge
DY8 3ZD

Tel: +44 (0)1384 397260

Fax: +44 (0)1384 444851

dtb@dtbinvestments.freemove.co.uk

What Happens Next?

We will issue an acknowledgement letter within 5 business days of receipt of your complaint. We will give you the name and/or job title of the person handling your complaint and we will confirm our understanding of the nature of your complaint.

Our aim is to conduct a fair and thorough investigation of your complaint, as speedily as possible. If we discover that your complaint is the responsibility of another firm we will refer your complaint to them and let you know we have done so. We will also give you contact details for that firm.

If we have not been able to settle the matter within 4 weeks of receiving your complaint, we will update you of progress, and make contact again within 8 weeks of receipt of your complaint.

If we are unable to give you a final decision after 8 weeks of receipt of your complaint, we will give you reasons for the delay and tell you when to expect the final response.

When we have reached a decision on your complaint, we will write to you setting out our findings and our conclusion. In addition we will let you know what you should do next if you are unhappy with the decision (including, again, referring the matter to the Claims Management Regulator, where relevant).

Where applicable, we will also inform you that if you are dissatisfied with the response you can refer your complaint to the Claims Management Regulator and will enclose a copy of the Claims Management Regulator explanatory leaflet. For further information on this scheme, see below.

Claims Management Regulator

This is a free adjudication service of which DTB Investments Limited is a member. If you are dissatisfied with our complaint decisions, or the way in which we have conducted our investigation, you may be able to appeal to the Claims Management Regulator for an independent assessment. Any appeal must be made within 6 months of our decision letter.

The Claims Management Regulator's address is:

Claims Management Regulation
Monitoring and Compliance Unit
PO Box 7284
Burton on Trent
Staffordshire
DE14 9DP

Tel: +44 (0)845 450 6858

Fax:+44 (0)845 450 6866

info@claimsregulation.gov.uk

www.claimsregulation.gov.uk