



FENSA REGISTERED COMPANY 28408

DBP Limited Complaints Handling Procedure

Complaint

1. If a client or customer wishes to make a formal complaint it should be in writing and sent to DBP Limited, Colomendy Industrial Estate, Rhyl Road, Denbigh, LL16 5TA. This allows the scope of the complaint to be defined and gives DBP Limited the opportunity to respond and deal with specific issues.
2. All written, formal complaints will be recorded by Sian Gough-Roberts and she will be responsible for handling the complaint, including monitoring progress. Sian Gough-Roberts will have the authority to progress the complaint and be responsible for resolving the complaint.

Acknowledgement of Receipt of Complaint

3. All complaints will be acknowledged in writing within three working days of being received by Sian Gough-Roberts and she will identify herself within this letter as the nominated complaint handler .
4. The complainant should be advised in the letter of acknowledgement:-
 - a. of any action that has been or will be taken and the likely course of events with their timescales, and
 - b. notification that the complainants if dissatisfied and feels that the complaint is not being properly addressed, has the right to seek further assistance from the QA OMBUDSMAN in respect of conciliation or mediation; and that as an alternative

Response

5. After sending the acknowledgement of receipt, Sian Gough-Roberts will decide the most appropriate detailed response depending upon the seriousness or urgency of the complaint. The detailed response will be communicated in writing to the complainant within thirteen days of the date of the original letter of notification of complaint.
6. In cases where an investigation visit is required the client and DBP Limited should liaise to set up an appointment that is convenient for both parties. Where reasonably practicable this appointment should take place within 10 working days of the date of advising the customer of the need for an investigatory visit.

Further Action

7. Where the facts are disputed by DBP Limited or an agreed resolution of the dispute is not possible, Sian Gough-Roberts may arrange for a mediator to investigate the complaint and seek an agreed resolution usually in the first instance using the QA Ombudsman Chambers mediation services.
8. Where mediation is not considered appropriate or the mediation fails to bring the matter to a conclusion, the client or DBP Limited may request that the matter be referred to the Ombudsman. The Ombudsman is entirely independent of member companies and has full autonomy and authority to provide a dispute resolution facility. The Ombudsman is able, amongst other things, to dismiss the complaint, award compensation or issue a specific performance award and once the complaint has been brought to a conclusion, request any outstanding monies which may be owed are settled in full within a reasonable timescale.

QA Ombudsman Chambers
Manchester Legal Centre
3rd Floor, 64 Bridge Street
Manchester
M3 3BN
Tel and fax: 0870 901 5581