

Complaints Policy

This policy explains how:

- you, the customers, can raise a complaint about our services; and
- how we will deal with complaints.

We will always aim to provide high-quality services and to provide a high standard of customer care. We recognise however that sometimes we may not get things right. It is therefore important that you can raise any issues or complaints with us.

How to Make a Complaint

If you would like to make a complaint, you can do so via letter by sending this to:

DPT Monitoring Surveyors
1 City Approach
Manchester
M30 0BG

Information

Please include the following information in your complaint:

- Your full name
- Your contact details (telephone, email and postal address)
- The fact that you are raising a complaint
- Any relevant dates and times which are relevant to your complaint
- The type of services we have provided to you
- Any order or reference numbers we have provided to you
- A key summary of the problem or problems you have experienced and why the services were not satisfactory.

What to Expect

Where your complaint relates to an ongoing Project or contract between you and us, your complaint will be handled in accordance with the Dispute Resolution process in our Lender Terms or Borrower Terms (as applicable). All other complaints will be handled in accordance with this Complaints Policy.

Complaints will be processed and looked at during our business hours which are:

Monday to Friday 9am - 5pm

Complaints will be dealt with by our complaints manager: **Tim Coulston**

Acknowledgement

We will acknowledge your complaint within **30 business days** of our receipt of it.

Investigation

Our complaints manager will then conduct a thorough investigation into your complaint. Our complaints manager may need to contact you in order to obtain further details during the investigation.

Response

A response to your complaint will ordinarily be provided to you via letter or email.

Once we have acknowledged our complaint, our complaints manager will ordinarily provide the full response within **90 business days**. Sometimes, the investigation may take longer. If this is the case our complaints manager will contact you to tell you, and you will be provided with a revised timeframe within which you should expect to receive a response. You will receive regular updates thereafter.

Our complaints manager may agree with all or some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you, which may include:

- A full refund
- A partial refund
- Provision of the services again

We will offer the solution which our complaints manager judges is most appropriate in the circumstances. The above examples are the usual solutions we may offer, although there may be occasions where we offer a different solution where this is appropriate.

If our complaints manager does not agree with your grounds of complaint, you will be provided with full details to explain why this is the case. If you are unhappy with this decision you may wish to progress matters externally (see below).

Other Options

We hope that we will be able to help in resolving your complaint. However, if you are not happy with the outcome of your complaint, you may wish to raise a formal dispute externally via other avenues.

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved in this manner, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

Please contact us if you wish to invite us to engage in any method of Alternative Dispute Resolution.

Information about your legal rights as a consumer can be found on the Citizens Advice Bureau website.