

Complaints Handling Procedure – Customer Copy

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The Digital DRA is committed to treating our customers fairly. As part of this commitment, we aim to provide the highest level of service possible.

If you feel the need to bring something to our attention, please contact us and let us know we will then ensure that we investigate your complaint and do everything that we can to put things right for you.

If you wish to raise a complaint regarding our conduct, please do so by:

- Email
- Post
- Webchat on our website
- Completing a contact form on our website

To allow us to accurately record and begin investigating your complaint as quickly as possible, please provide the following information:

- Your full name
- Address including postcode
- Your reference number
- The full details of your complaint and any documentation you feel may be relevant
- What you would like us to do to put things right

Upon receipt of a complaint, we will:

- Aim to resolve all of your concerns within three business days of receipt of the complaint. However, if we are unable to do so, we will acknowledge your complaint in writing within five business days of receipt of the complaint. If the complaint has been investigated and concluded within this time frame, a summary resolution communication will also be included.
- Investigate your concerns and try to resolve your complaint as soon as possible. If we have not been able to conclude our investigation within four weeks from receipt of your complaint, we will write to you to confirm when we expect to complete this by.
- Write to you with a final response and conclusion within eight weeks of receipt of your complaint.
- In exceptional circumstances where the investigation is taking longer than we expect, we will write to you explaining the reason for the delay, when we would expect to provide the final response and we will provide details of who you can refer your complaint to should you be unhappy with the way that we have handled your complaint.
- If you are not satisfied with our final response to your complaint, you may be entitled to contact the Financial Ombudsman Service. You will need to do this within six months of our response to your complaint. We will provide you with a leaflet on how to do this within our response to your complaint if applicable.
- If your complaint is not deemed under the jurisdiction of the Financial Ombudsman Service, we will advise you of an appropriate independent body that you can refer it to.