



# Give us your feedback

WE'RE HERE TO HELP



## We want to hear from you...

At Domestic & General we endeavour to provide you with a quality, honest and cost-effective service, but we appreciate that sometimes we unfortunately get things wrong.

That's why we encourage you to voice any comments, criticisms or complaints you may have so that we know how best to enhance your experience.

With a set of procedures in place that will treat any complaint fairly and objectively, we would like to assure you that all customer feedback is noted and dealt with quickly and efficiently.

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### Our complaint handling process aims to:

- Help us learn from our mistakes
- Preserve our good relationship with current and future customers
- Maintain high levels of customer satisfaction
- Treat each case with the same standard practice to ensure fair and proper treatment
- Ensure our products and services live up to the expectations of our customers

This leaflet summarises our complaints handling process. Should you have any cause for complaint, we want to hear about it so that we can do our best to put things right.

Whatever your query or complaint, please do not hesitate to contact us. We're here to help.

Yours sincerely,

**The Domestic & General team**  
**Domestic & General Services Ltd**

# How we will deal with your complaint

## STAGE

# 1

### Initiating your complaint

Contact our Customer Service Department by phone, online or letter explaining the reasons for your complaint. Provide your full name, post code and contact telephone number along with the type of plan you hold and plan number. Your details will then be logged on to our Complaints Management System.

## STAGE

# 2

### Acknowledging your complaint

We endeavour to resolve all complaints by the end of the next business day, however, on occasions where this is not possible you can expect to hear from us within 5 working days upon our receipt of your complaint.

## STAGE

# 3

### Investigating your complaint

Your complaint will always be investigated by a trained complaint handler. We will be as thorough as possible. In order to deal with your complaint as quickly as possible we may contact you for any additional information we need.

## STAGE

# 4

### Resolving your complaint (initial response within 0-4 weeks)

Depending on the complexities of your case, the complaint handler will aim to come to a conclusion within 4 weeks of the initial date of your complaint. You can expect to receive a final response by telephone call or letter. However, if we haven't been able to complete our investigation, we'll write to you with the reasons why and when you can expect to hear from us.

## STAGE

# 5

### Informing you of our decision (final response within 0-8 weeks)

If your complaint has not yet been resolved within 8 weeks of the date of your complaint, you can expect to receive a final response by telephone call or letter. If we have been unable to reach a decision, we'll write to you with advice about this.

Once we have resolved your complaint, we will call or write to you with a full account of our investigation and decision which will include reasoned and fair judgement of your complaint. We will inform you of your right to refer your complaint to the Consumer Ombudsman Service (COS) either:

- In our final response letter to you (in which we will point out that you have 12 months to do so), or
- In the letter sent 8 weeks after we received the complaint,

whichever is sooner. The COS usually expects customers to allow us to address their complaints before they are contacted, unless there has been an undue delay.

# Who to contact if you are not satisfied with our final decision

We always aim to come to an amicable settlement of your complaint; however we understand that this is not always possible, you may refer your complaint to the COS if you do not accept our final decision.

The COS was set up to give consumers a free, independent service for resolving disputes. They are not a regulator or a trade body or a consumer champion – their role is to take an objective standpoint and help settle disputes.

You can only refer a case to the COS after you have received a final decision from us or if your complaint remains unresolved after 8 weeks. The COS always try to decide on a fair outcome, but if you're still not happy you can reject their final decision and you'll retain the right to go to court instead. If the decision of the COS is accepted by you, it is then binding to both us and you.

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## You can contact the COS as follows:

**By phone:** 0333 300 1620

**By email:** [complaints@consumer-ombudsman.org](mailto:complaints@consumer-ombudsman.org)

**Further information is available on their website:**  
[ombudsman-services.org](http://ombudsman-services.org)

### **In writing to:**

Consumer Ombudsman Service,  
PO Box 1263, Warrington WA4 9RE



# We promise to...

- Acknowledge complaints promptly
- Investigate complaints quickly and thoroughly
- Keep you informed of progress
- Do everything possible to resolve your complaint
- Learn from our mistakes and use information from complaints to continuously improve our service

We welcome feedback and act upon it. To help us collect this feedback we often send out questionnaires following repairs by any one of our expert engineers.

If you receive one of these, kindly help our Quality Control team by filling it in and sending it back to us at your earliest convenience.

## How to contact us

### **CALL**

**0800 597 8581**

Calls are free from all phones, whether mobile or landline.

### **ONLINE**

[domesticandgeneral.com/complaints](http://domesticandgeneral.com/complaints)  
and fill in the online form.

### **BY POST**

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