

Complaints handling procedures for plans provided by Domestic & General Services Limited

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 can 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.

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

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.

How we will deal with your complaint

Stage One - Initiating your Complaint

Contact our Customer Service Department by phone, email 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 Two - Investigating your Complaint

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

Stage Three - Resolving your Complaint

Depending on the complexities of your case, the complaint handler will aim to come to a conclusion as soon as possible after the initial date of your complaint. Once we have resolved your complaint you'll either receive a telephone call or a letter outlining our decision.

We promise to...

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

How to contact us

Call us

0800 561 4493*

Calls may be recorded and monitored for quality and training purposes.

Email us

customercare@domesticandgeneral.com

Write to us

Domestic & General Customer Relations Manager

Domestic & General Services Limited

Leicester House

17 Leicester Street

Bedworth

Warwickshire

CV12 8JP.