

Complaints Handling Procedure - Customer Copy

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Please note: the below information is available to download on our Customer Portal.

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 - resolution@digitaldra.uk
- Post - Office 5, The Elsie Whiteley Innovation Centre, Hopwood Lane, Halifax, HX1 5ER
- Webchat on our website - <https://www.digitaldra.uk/>
- Completing a contact form on our website - <https://www.digitaldra.uk/>
- SMS or WhatsApp – 07860088070
- Phone

If you have a complaint regarding our client, please contact them directly so they can respond to you in line with their complaints handling procedures.

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

- Your full name and address including postcode
- Your reference number
- The full details of your complaint and any documentation you feel is 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. If this is done, we will send you a Summary Resolution Communication.
- Acknowledge your complaint within five business days of receipt of the complaint, if we are unable to resolve your complaint within three business days.
- Investigate your concerns and try to respond to your complaint within four weeks. If we have not been able to do this, we will write to you to confirm when we hope to complete this by.
- Write to you with a final response within eight weeks of receipt of your complaint.
- In rare circumstances where we are unable to provide you a final response within eight weeks, we will write to you explaining the reason for the delay, when we would expect to provide the final response by and 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 details of 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.