



## COMPLAINT HANDLING PROCEDURE- CLIENT VERSION

**PREPARED BY**

Crissy Van Herwaarde

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## Complaint handling procedures for DMA Moneybetter Ltd

If you would like this document in larger print or in another format, please contact us.

### Your right to complain

- / Although we always try to provide a high standard of service, we understand that there may be occasions where you aren't happy with the services we've provided.
- / That's why we have a complaints procedure.

### Who to contact

- / So, if you are unhappy with our services, please contact us.

By phone           +44 2045833180

By email           [complaints.uk@dma.co](mailto:complaints.uk@dma.co)

By post            411-413 Oxford Street, London, W1C 2PE

In person         Our offices are open Monday to Friday 9am to 5pm (except bank holidays).

### What we do when a complaint is received

- / Our actions will be the same whether your complaint is made in writing or verbally. We aim to assess any complaint fairly, consistently and promptly.
- / Where possible, we'll try to resolve your concerns within 3 working days of receiving your complaint.
- / **If we can resolve your complaint within 3 working days, we will:**
  - o Contact you by the end of the third day of receiving your complaint, confirming how we have dealt with it.
- / **If we cannot resolve your complaint within 3 working days, we will:**
  - o Write to you within 5 working days of receiving your complaint.
  - o Investigate your complaint further.
  - o We may need to get a signed letter of authority from you so we can collect certain information from other parties on your behalf.
  - o We aim to complete our investigation within 8 weeks of receiving your complaint.
  - o Write to you again when we have completed our investigation, confirming:
    - Details of our investigation
    - Whether your complaint should be upheld or not
    - What corrective action or redress (or both) may be suitable
  - o If we haven't been able to complete our investigation within 8 weeks of receiving it, we will write to you again, explaining:
    - The reason(s) why we have not been able to complete our investigation
    - When we hope to complete our investigation

If you are unhappy with our response

- / If you are not happy with our response, you may refer your complaint to the Financial Ombudsman Service free of charge, who may be able to help.
- / We'll provide full details of how to do this when we write to you.

What we do if your complaint is not about our firm

- / If you complain to us, but we are satisfied that the complaint relates to another firm, we will:
  - o Write to the firm concerned (if we can identify them), explaining that we believe they need to consider your complaint. We will also enclose details of your complaint.
  - o If this was made in writing – the copy of your original letter / email
  - o If this was made verbally – written details of the notes we made
  - o Write to you, giving you firm's contact details. We will also provide you with a copy of the letter we send to the firm. A copy of the letter we send to you will also be sent to the firm concerned.