



How we handle complaints



If you're unhappy with our service to you...

Although we aim to offer you the highest standards of service, we know that on occasion, you may feel you have cause for complaint about your experience with us.

To make sure we've met our obligations to you and treated you fairly, we have a rigorous complaint handling procedure to review the issues you raise, and where necessary, do our best to rectify any failing on our part.

How we handle your complaint

We'll investigate your complaint and respond to it within five working days of receipt. Your complaint will be handled by a member of our complaints team who has no prior involvement with your case. We aim to resolve your complaint and provide a final response within five working days, and we'll offer redress where appropriate.

Occasionally, we need a little extra time to resolve more complex complaints. In the rare event this happens, we'll still send you a written response to your complaint within five working days of receipt, providing you with an update and your complaint reference number.

If after 20 working days, we still haven't been able to resolve your complaint, we'll write to you explaining:

- the reasons why we've been unable to issue you with a final response to your complaint;
- when we expect to be able to issue a final response.

What does our final response contain?

Our final response informs you of the findings of our investigation and what the outcome is.

If we feel redress is due, we'll also include the nature and terms of any offer of settlement we're prepared to make.

Our complaints handling timescales



Continually looking to improve

We regularly review our complaints to identify patterns and trends. Highlighting the areas where we need to make improvements to our service, so that we provide the highest standards of customer service possible.



Our Regulatory Status

Computershare Investor Services PLC (CIS), which operates under the trading name of The Deposit Protection Service (The DPS), has been appointed by the Department for Communities and Local Government to provide The Deposit Protection Service in England and Wales.

The DPS doesn't undertake any activities that are regulated by the Financial Conduct Authority (FCA). However, because CIS is an FCA authorised and regulated firm, we treat all our customers equally and fairly irrespective of whether they use our regulated or non-regulated services. Therefore, we apply the same standards to our DPS complaint procedures as we do for our regulated services.

Contact Us

The Deposit Protection Service

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Email: complaints@depositprotection.com

www.depositprotection.com

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