



# Complaints

How to raise concerns or complain  
about our service

# Complaint policy

We are committed to providing excellent customer service to all our customers.

If something goes wrong or you are unhappy with the service you've experienced, please tell us. This gives us the opportunity to put matters right for you and to improve our service in the future for all our customers.

## What is a complaint?

A complaint is any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

## How do I complain?

You can complain by phone, in writing or by email.

If you are unhappy with our products and services, please let us know as soon as you can so we can review and resolve the issue immediately.

## When complaining, please tell us:

- what type of product you have
- your full name and address
- as much as you can about the complaint
- what has gone wrong and when it happened
- how you want us to resolve the matter

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## How we deal with your complaint

We will ensure to listen carefully to your concern or complaint. And aim to resolve your concerns in the first instance.

If you email or ring us, we will acknowledge receipt of your complaint within 48 hours of receiving it.

If you write to us, we will acknowledge receipt within 5 working days (if no email or telephone number is provided).

We will then conduct a thorough investigation into your complaint. We may need to contact you to obtain further details during our investigation.

In some instances, investigations may take a bit longer. If we are unable to provide a full response within 8 weeks, we will promptly inform you, share an updated timeframe, and we will keep you updated regularly on the progress of your complaint.

## What if I'm still dissatisfied?

We are dedicated to finding you a fair solution that works for you, but if you are not happy with our decision or resolution you have the right to refer your complaint to a 3rd Party resolution provider.

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## Contact information:

### Post

Dolphin Mobility Yorkshire & Cumbria  
Unit 3-5 Osbaldwick Lane  
York  
YO10 3AY

### Email

[office@dmyc.co.uk](mailto:office@dmyc.co.uk)

### Phone.

08000282082