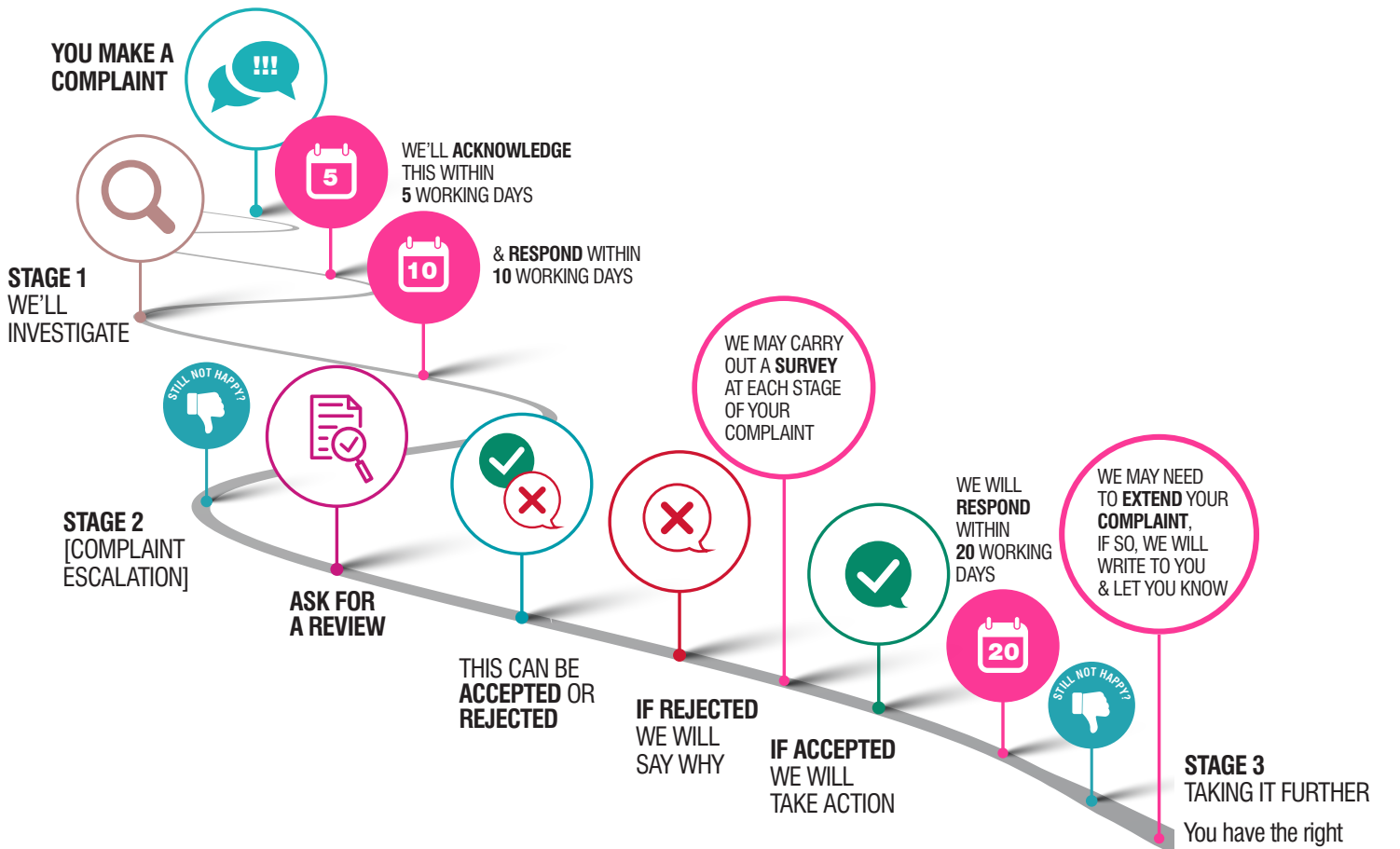




the complaints process

We understand that sometimes, despite our best efforts, we might get things wrong and you might want to submit a complaint.

If you have a problem, let us know as soon as possible so we can **take steps** to **put things right**, **learn** and **make improvements**. Our complaints procedure allows us to do this while dealing with problems **quickly** and **fairly**, and this is how it works:



HAVE YOUR SAY!



Customer Portal



Online
plusdane.co.uk



Phone
0800 169 2988



Social Media



Face to Face



customer@plusdane.co.uk