



COMPLAINTS PROCEDURE

The UK Debt Management Office's (DMO) complaints procedure

A complaint is any expression of dissatisfaction about the manner in which the DMO has carried out or failed to carry out its functions.

We take complaints seriously and any received in relation to the DMO's role and responsibilities will be logged and tracked closely from receipt through to resolution. Our Senior Management Team will also review the nature of any complaints to ensure that responses are accurate, prompt and that any wider issues or recurring trends are identified and addressed.

All complaints received by the DMO will be investigated promptly and impartially. A member of the DMO staff who is independent to the subject-matter of the complaint will be appointed to investigate the case thoroughly and provide an initial response. We will aim to issue an initial response within 5 business days of the receipt of the complaint. Where this is not possible, we will acknowledge receipt of the complaint within 5 business days and confirm that the complaint is being investigated.

If, for any reason, the complainant is not satisfied with the outcome of the DMO's response, they should let us know detailing the nature of the concern. In accordance with our internal escalation process, this would be investigated and the DMO's Senior Management Team will review the concern and the response.

We will aim to issue a final response within 20 working days from the receipt of the complaint. Where it is not possible to issue a final response within this timeframe, we would advise the complainant of the progress of the investigation and when we would reasonably expect to respond.

Complaints may be sent by email to the following address: Complaints@dmo.gov.uk.

Alternatively, they may be sent by post to:

UK Debt Management Office
Risk Team
Eastcheap Court
11 Philpot Lane
London EC3M 8UD

If the above process has been completed and the complainant is not satisfied with the conclusion, the matter may be taken to the Parliamentary Commissioner for Administration – now part of the Parliamentary and Health Service Ombudsman service at <http://www.ombudsman.org.uk/>.

Complaints to the Ombudsman must be made through a Member of Parliament (MP). Local Citizens' Advice Bureau can give the relevant address(es). Additional advice may be obtained from the Ombudsman's office at the following address:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

Tel: 0345 015 4033