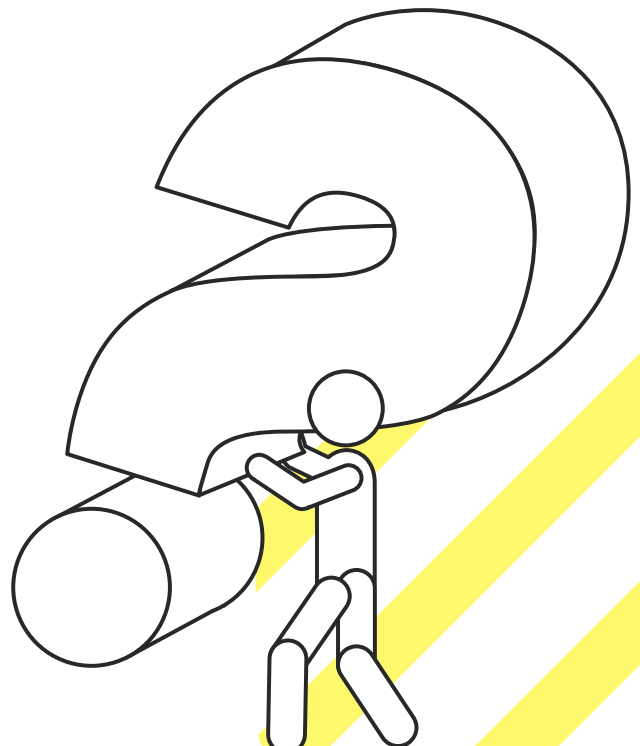


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Complaints Procedure



Complaint procedure

1. Introduction

Dash Media Ltd strives to maintain a high level of attention in all of our services.

We value our clients' opinions and use them to guarantee that our services are continually meeting their demands. It is critical that you notify us if you are dissatisfied with any of our services.

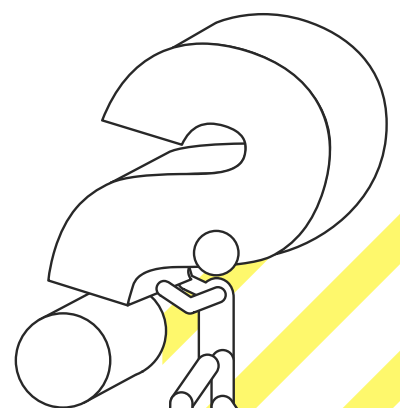
2. Making a suggestion

People are often more comfortable recommending improvements than filing formal complaints.

When making a recommendation, please send it to your project manager and/or leah@dashmedia.co.uk.

3. Making a complaint

We strive to respond to complaints in a timely, effective, and fair and honest manner. We take all complaints seriously and use the information gathered during investigations to help us improve our service. We take all complaints seriously and treat them as such.



1. Who has the right to complain?

Anyone who has been affected by the way Dash Media has delivered its services has the right to file a complaint.

If the following conditions are met, a representative may file a complaint on behalf of the aggrieved person:

- have died,
- are unable to submit a complaint, or
- have given permission for the representative to act on their behalf

2. How you can make a complaint

You can complain:

- by telephone (01325 633431)
- by email (operations@dashmedia.co.uk)

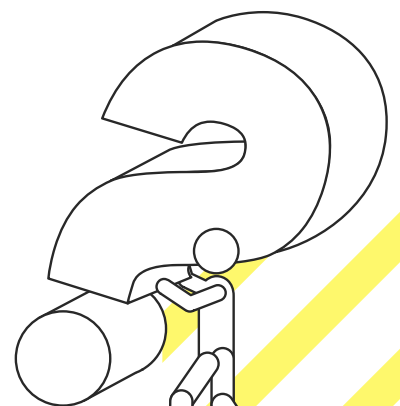
When someone complains orally, we make them aware that their phone calls are being recorded.

3. Responsibility

All complaints are handled by the Operations Manager.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.



4. How do we deal with complaints?

The Operations Manager will be asked to investigate the complaint. They will have sufficient authority and experience to deal with the complaints' issues.

Within three working days, we will acknowledge your complaint and provide you with an update on the progress of the investigation.

Unless we agree on a different time frame with you, we try to complete all complaints within 28 working days.

When we've completed our investigation, we'll schedule a meeting with you to discuss the findings, and we'll write to you with:

- specifics of our findings;
- any actions we've taken; and
- our recommendations for resolving your complaint.

5. Time constraints

You should file a complaint as soon as possible after the event occurred or came to your attention. If you file a complaint more than six months later, we may not be able to conduct a thorough investigation. However, we will assess whether you had a valid cause for not filing the complaint sooner, and if, despite the delay, the complaint may still be investigated effectively and equitably.

6. Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can ask for your complaint to be escalated further to which a directors email will be provided.

