

About complaints

When you use DCP Reports Limited, we want to provide a good service. If you are not happy about any part of our service, we want you to tell us so we can put things right for you and improve our service.

If you want to complain, this leaflet tells you who you should contact and how. We will try to resolve your complaint as quickly as possible. If you are still unhappy, this leaflet tells you how to take your complaint further.

We also want to know what you find good about the service we offer and welcome any suggestions about how we can improve things. You can contact us by telephone, email or letter.

How to complain

You can telephone, email or write to us telling us why you are unhappy with our service. You will find our contact details on this leaflet.

How we deal with complaints

If you contact us by email or in writing, we will acknowledge your complaint within 2 working days. This will be by telephone, email or letter.

We will deal with you in a polite and professional way, treating your complaint seriously and put right any mistakes as quickly as possible.

We will let you know the outcome or progress of our investigations within 5 working days of receiving your complaint.

If we have made a mistake we will apologise, explain what went wrong and why and learn from our experience.

If you are not happy with our response to your complaint, you can contact our accrediting organisation at:

Elmhurst Energy Systems Limited
Unit 16, St John's Business Park
Lutterworth
Leicestershire LE17 4HB
Telephone: 08700 850 490
Email: enquiries@elmhurstenergy.co.uk

How to contact us

Our hours of work are 8am – 8pm Monday to Friday and 9am – 5pm Saturday and Sunday. You can contact us by:

Telephone: 07989 718 208
Email: admin@cdpreports.co.uk
Address: DCP Reports Limited
123 Heygarth Road
Eastham, Wirral CH62 8AL