

# DOSH. COMPLAINTS

We want every customer to have a positive experience.

If something hasn't gone quite right, we want to hear about it so we can put things right quickly and fairly. This guide explains how to make a complaint, what happens next, and when you can expect to hear from us.

## How to Make a Complaint



### Email

complaints@mydosh.com



### Phone

0333 188 9932



### Post

Freepost MyDOSHS

Please include any details that will help us understand what went wrong for example dates, what happened, and how you'd like us to resolve things.

## What Happens When You Make a Complaint

We follow a clear process designed to keep you informed and resolve your complaint as quickly as possible.

### 1. We acknowledge your complaint

We will confirm we've received your complaint within 24 hours (Monday–Friday, excluding bank holidays).

We will use your preferred contact method — email, phone, large print, or another accessibility format if needed.

### 2. We start investigating

A member of our team will review your complaint in detail.

This may involve speaking with relevant departments or checking your account records so we can fully understand what happened.

### 3. We keep you updated

You will receive updates at key points:

**By the end of 3rd working day** – an update or, if possible, a final response.

**By the end of 15th working day** – another update if we are still investigating.

**By the end of 35th working day** – we will send you our final response.

If we resolve your complaint before any of these stages, we will let you know straight away.

## Our Final Response

A final response explains:

- What we have found during our investigation
- Whether your complaint is upheld (we agree something went wrong) or not upheld
- Any actions we are taking to put things right
- Whether you are being offered any goodwill payment or reimbursement
- Your right to refer the matter to the Financial Ombudsman Service

### If your complaint is upheld

We will explain what went wrong and how we're putting it right.

Where appropriate, we may offer compensation or reimbursement for any losses or inconvenience caused.

### If your complaint is not upheld

We will explain why the evidence shows that DOSH or our team were not at fault.

## If You're Still Unhappy – Your Right to Refer to the Financial Ombudsman

If you're not satisfied with our final response — or if 35 working days have passed since you first complained — you can ask the Financial Ombudsman Service (FOS) to look into your complaint.

You must contact them within 6 months of our final response.

Financial Ombudsman Service contact details:

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Phone:** 0800 023 4567

**Relay UK:** 18002 020 7964 1000

**From abroad:** +44 20 7964 0500

**Post:** Exchange Tower, London, E14 9SR

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

