

*DSSC is committed to providing high-quality services to our clients. Please let us know if:*

- *You are unhappy with any of our services,*
- *Something did not go right or as smoothly as it should have,*
- *You have any suggestions for us.*

*We will do our best to address any issues you have raised and report back to you as required.*

- 1. Please contact the Project Manager (PM) with the details of your complaint.*
- 2. If you do not feel comfortable discussing the issues with the Project Manager, please contact the Client Services Manager (CSM) with the details of the complaint. Contact us at [cs@dssceurope.com](mailto:cs@dssceurope.com) or +44 (0)20 3044 2990.*
- 3. Discuss the details of the complaint with the representative you have selected, the Project Manager or the Client Services Manager. The representative (PM or CSM) will formally register your complaint. Please note that the representative may ask you for further details to fully understand the situation, to best address it, and to improve our standard of service in the future.*

OR

*You can write to our Client Services Manager and post the details of your complaint to the following address:*

*DSSC Europe Limited  
Client Services Manager  
Trident Court  
One Oakcroft Road  
Hook Rise South  
Chessington  
Surrey KT9 1BD*

- 4. We will attempt to rectify the issues asap, usually within 3 business days. We will remain in communication with you throughout the process until you are fully satisfied with our remedial actions.*