

Domestic & General: Dispute Resolution Form

After raising your complaint directly with Domestic & General, and giving them **28 days** to resolve the issue, you can then escalate your dispute to us for investigation.

Please complete this form as accurately as possible and return to us via email or post (see below for details).

| | |
|---|--|
| Date completed: | |
| Account Holder Name: | |
| Account address: | |
| Email: | |
| Daytime and alternative telephone number: | |
| Correspondence address (if different to account address): | |
| Preferred method of contact: | |

The company your dispute is about

| | |
|---|----------------------|
| Company name: | Domestic and General |
| Account/policy number: | |
| Date the problem first happened: [Please complete in the format DD/MM/YY] | |
| Date you first complained: [Please complete in the format DD/MM/YY]. | |
| Date of your Final Response or Deadlock Letter from D&G: [Please complete in the format DD/MM/YY]. | |
| Complaint reference number: E.g. DG-*****-YYYY | |

Summary of your complaint

The information you enter here should paint a picture of your complaint. From this description we should be able to understand what has happened and why you and the company are in dispute.

You should explain what has gone wrong and why you remain unhappy with the company.

We appreciate dealing with this matter can be upsetting but to help us understand what has happened please include a timeline of events and facts of the dispute.

The company should be allowed a reasonable opportunity to resolve your complaint before we can become involved. Please explain how you and the company have tried to resolve your complaint.

It's important to give us as much information as possible, so we don't have to keep coming back to you.

When it comes to the evidence we'll ask you to provide things like:

- Dates you first noticed the issue and complained to the company.
- Any copies of correspondence or details of phone calls. Such as dates, times and names of the members of staff you spoke to.
- Any other evidence that demonstrates the issue.
- What you would like Domestic and General to do to resolve your dispute

We won't be able to process the case without this.

Do not forget:

- Include copies of all relevant correspondence connected to the dispute. It's unlikely that we'll consider any evidence that you don't submit at this point.
- Quote your case reference number on your documents.
- Sign and return both pages of this dispute resolution form.

Declaration

In order for Ombudsman Services to consider and resolve my dispute, I accept that any information I provide may be shared with my service provider, their regulator, or a secure data processor working on Ombudsman Services' behalf.

By signing this form I also give permission for my service provider and/or its agents to release to you any information they hold about me, my accounts and/or my dispute, which may be relevant to the case.

Print name:

Signature:

Date:/...../.....

What to do next:

On completion of your Domestic & General Dispute Resolution Form, you can return it to us via email or post:

Email: complaints2@consumer-ombudsman.org

Post: Ombudsman Services: Consumer, PO Box 1263, Warrington, WA4 9RE

Please include any additional evidence to support your dispute when submitting it to us.

If you have any questions about our dispute resolution process or would like further information, you can contact us on the above channels or by telephone: **0333 300 1620** (between 9am – 5pm, Monday to Friday).

To see how we process your personal information please see our privacy policy page [Privacy policy | Ombudsman Services \(ombudsman-services.org\)](#)