

COMPLAINTS HANDLING PROCEDURE

At Deal Packaging 4 Investors ("DP4I", "we", "our" or "us"), we are committed to providing a professional, honest and transparent service.

We recognise that, despite our best efforts, there may be occasions where a client or other stakeholder is dissatisfied with an aspect of our service.

We welcome constructive feedback and take complaints seriously. Every complaint provides an opportunity to review our service, improve our business and resolve concerns fairly.

This procedure explains how complaints may be made, how they will be handled and what you can expect from us.

Our Commitment

We aim to:

- Treat every complaint fairly and objectively.
- Respond courteously and professionally.
- Investigate complaints thoroughly.
- Keep complainants informed throughout the process.
- Resolve complaints as quickly as reasonably practicable.
- Learn from complaints to improve our services.
- Maintain confidentiality throughout the complaints process where appropriate.

Who Can Make a Complaint?

A complaint may be made by:

- an investor;
- a prospective investor;
- a landlord;
- a prospective landlord;

- a property owner;
 - a professional adviser;
 - another party who has dealt directly with Deal Packaging 4 Investors.
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What Is a Complaint?

A complaint is any expression of dissatisfaction regarding:

- our service;
- our communication;
- our conduct;
- information we have provided;
- delays;
- administrative errors;
- any aspect of the way we have handled a matter.

A complaint does not need to refer to legal wrongdoing.

We encourage anyone with concerns to contact us so that we have the opportunity to resolve them.

How to Make a Complaint

Complaints may be submitted by:

Email: support@dealpackaging4investors.com

To help us investigate your complaint efficiently, please include:

- your name;
- your contact details;
- details of the matter you wish to complain about;
- relevant dates where known;
- any supporting documents you wish us to consider; and
- the outcome you are seeking.

If you are unable to provide all of this information initially, we will work with you to obtain the information reasonably required to investigate your concerns.

Acknowledgement

We aim to acknowledge receipt of your complaint within **five working days**.

Our acknowledgement will normally confirm:

- that your complaint has been received;
 - who is dealing with it;
 - whether any further information is required;
 - the next steps in the process.
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Investigation

Each complaint will be investigated fairly and objectively.

Depending upon the nature of the complaint, we may:

- review relevant documents;
- review correspondence;
- speak with the individuals involved;
- obtain additional information where necessary;
- seek professional advice where appropriate.

We will consider all relevant information before reaching our conclusions.

Timescales

We aim to provide a substantive written response within **20 working days** of receiving all information reasonably required to investigate the complaint.

Some complaints may be more complex and require additional time.

Where this happens, we will explain:

- why additional time is required;
 - what further work remains outstanding;
 - when you can expect a further update.
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Possible Outcomes

Following our investigation, we may conclude that:

- no further action is required;

- additional explanation resolves the matter;
- an error has occurred;
- improvements to our procedures are appropriate;
- remedial action should be taken.

Where appropriate, we will explain the reasons for our decision.

Learning From Complaints

We believe complaints can help improve our business.

Where appropriate, we may:

- review internal procedures;
- improve documentation;
- improve communication;
- introduce additional training;
- amend business processes.

This helps us improve the service we provide to future clients.

Confidentiality

Complaints will be handled confidentially.

Information relating to a complaint will only be shared with those who reasonably require access to investigate or resolve the matter, or where disclosure is required by law.

Professional Advice

In some circumstances, we may recommend that you obtain independent legal, financial or professional advice.

This recommendation does not affect your right to pursue any legal remedies that may be available to you.

Alternative Dispute Resolution

Where appropriate and where both parties agree, we are willing to consider resolving disputes through an appropriate form of Alternative Dispute Resolution (ADR), such as

mediation, where this offers a practical and proportionate means of achieving an agreed outcome.

Participation in ADR does not affect either party's legal rights unless otherwise agreed.

Regulatory Bodies

Where applicable, you may also have the right to raise concerns with an appropriate regulatory, professional or statutory body.

The appropriate organisation will depend upon the nature of your complaint and the services involved.

Nothing in this Complaints Handling Procedure restricts any statutory rights or legal remedies available to you.

Unreasonable Behaviour

We understand that complaints can sometimes arise from stressful situations.

We will always aim to communicate professionally and respectfully.

However, we reserve the right to restrict communication where behaviour becomes:

- abusive;
- threatening;
- discriminatory;
- offensive;
- repetitive without reasonable justification; or
- intended to harass members of our business.

This will not affect our commitment to investigating genuine complaints fairly.

Continuous Improvement

We periodically review complaints to identify recurring themes and opportunities to improve our services.

Our objective is not simply to resolve complaints, but to reduce the likelihood of similar issues arising in the future.

Changes to this Procedure

We may amend this Complaints Handling Procedure from time to time to reflect changes in legislation, regulatory guidance or our business practices.

The latest version will always be published on this website.

Contact Us

If you have any questions regarding this Complaints Handling Procedure, please contact:

Deal Packaging 4 Investors

Email: support@dealpackaging4investors.com

Related Policies & Professional Standards

You may also find the following documents helpful:

- Privacy Policy
- Website Terms of Use
- Property Information Disclaimer
- Investment Risk Warning
- Property Sourcing Code of Professional Conduct
- The DP4I Promise

Last Updated: July 2026
