**Policy: Complaint referrals to other organisations (member and non-member)**

**Summary:**

The DMC reserves the right to take additional steps where appropriate to refer complaints of concern/interest to another organisation or regulator where the nature of the complaint raised is not within the DMC’s remit.

For non-member complaints and DMA member complaints:

The complainant will be informed and given the opportunity to consent for the DMC to refer directly to the appropriate organisation. Where the DMC does not refer the complainant to the organisation itself, it will pass the organisation’s contact details over to the complainant.

For DMA member formal investigations:

Following a formal adjudication on a DMA member, the DMC may also refer complaints which raise additional serious concerns to law enforcement or regulatory bodies. Both complainant and member will be informed.

**Further information:** The following flowchart can help determine how and when a complaint is referred:

**Is the complaint made against a DMA member?**

YES

NO

Where necessary refer to another organisation

Is it within remit of the DMA Code ?

NO

YES

Where necessary refer to another organisation

Commence investigation

Is it a formal investigation/adjudication?

NO

YES

Following an adjudication, may refer to a regulatory/law enforcement body

If part of complaint found to be outside remit then where necessary refer to another organisation