

Informations about our complaints policy

Our customers are at the centre of everything we do. If you feel our service isn't up to scratch or would like to offer some feedback then we want to hear about it. Your feedback is extremely valuable to us and will be used to help us shape our product and improve the service we offer.

Step one - Contact us

Your first point of call is the defty customer support team. In most cases our team will be able to quickly resolve any issues you encounter.

Get in touch by email or phone.

Step two - Escalating

If you have contacted our customer support team and are not satisfied with the response, you can contact our Customer Support Manager.

Please email complaints@defty.com with any supporting information you have including dates, times and previous responses.

Your complaint will be acknowledged and an investigation will begin within 2 working days. We aim to formally respond within 10 working days, however it may take longer depending on the nature of your complaint. If our investigation exceeds 10 days, we will keep you up to date on progress by email.

Step three - Further escalation

Having completed steps one and two, if you are not satisfied with the responses you have received, you can make a formal complaint in writing to a company Director.

Your complaint will be acknowledged and an investigation will begin within 2 working days. We aim to formally respond within 10 working days, however it may take longer depending on the nature of your complaint. If our investigation exceeds 10 days, we will keep you up to date on progress by email.

Please send your escalated complaint in writing with any supporting information you have including dates, times and previous responses.

defty customer complaints

FAO: Directors
33 Foley Street
Fitzrovia

W1W 7TL