

## Policy: Managing and responding to complaints and enquiries relating to deceased/vulnerable persons.

### **Summary:**

When receiving, responding to, and investigating enquiries and complaints relating to the DMA Code, the DMC must be assured that appropriate authorisation is in place for third parties who may act on behalf of deceased or vulnerable persons.

### **Further information:**

Where an enquiry or complaint is received by a third party about a deceased or vulnerable person, the DMC will take appropriate and proportionate steps to confirm the identity of those third parties. Each case will be reviewed on a case-by-case basis and, where there may be uncertainty or dispute, appropriate advice will be sought.

In most cases, DMA members will take their own steps to authorise third parties. For example, they may request a copy of the death certificate and Will naming the executors in the case of a complaint on behalf of a deceased person. They may request confirmation on a call or a signed note from a vulnerable or elderly person which authorises a family member or other individual on that person's account.

In the event that the member has not authorised a complainant, then the DMC may seek its own verification.