



## Complaints Handling Procedure for Gas Customers

A complaint is where a customer of Lastmile expresses dissatisfaction about any of our products or services, or dissatisfaction about the way we have dealt with an enquiry. The complaint may be made, and progressed, direct orally, by telephone, in writing or by email; or any combination of these.

Lastmile has in place a Complaints Handling procedure whereby we will try to resolve the complaint immediately through our customer services staff. Where this is not achieved, the customer can ask that it be referred upwards to a senior manager. When the complaint remains unresolved at senior manager level the it is deemed to have reached 'deadlock' status and the customer is advised that they can refer the complaint to a third party 'redress scheme'

We will also provide the names and contact details of independent sources of help, advice and information for the customer to progress their complaint

### Immediate Resolution

If you have a complaint, please contact us by telephone; our customer services specialist will take details of your complaint and register them in our dedicated database. They will issue you with a unique reference number and give you their name. If you call us early enough, we will investigate and get back to you the same day with a view to reaching resolution.

If we have been at fault, you can expect to receive an explanation, an apology and an indication of what corrective action is to be taken.

If you are not satisfied with either of the above, then resolution has not been achieved and you should make this clear to our customer services staff and ask that a Senior Manager review your complaint.

### Senior Manager Resolution

A Senior Manager will be appointed to review, not only your complaint, but the handling of your complaint. They will try and do this and contact you with a view to reaching resolution, within 5 working days. Where this cannot be done in 5 days, you will be contacted with an update of our position.

Once resolution is reached, and we have been deemed to be at fault, you can expect to receive an explanation, an apology and indication of what corrective action is to be taken.