



## Complaints Handling Procedure for Electricity 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 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.

If you are not satisfied with either of the above, then resolution has not been achieved and you should make this clear to our Senior Manager and ask that this be registered on our database.

We will then write to you within 5 working days advising how your complaint should be progressed.

### Third Party Resolution

At this stage we will write to you formally advising that we have failed to reach resolution of your complaint, summarising the communications which have preceded this status, and setting out our position.

We will advise you that a formal position of 'stalemate' has been reached and that you should contact a recognised third party Redress Scheme.

We are a member of The Ombudsman Redress Scheme and we will provide you with the necessary contact details to progress your complaint.

The Ombudsman has the power to require us, where he determines we are at fault, to provide an explanation, an apology and an indication of what corrective action is to be taken. He may also determine that financial compensation is appropriate.

Once the Ombudsman has ruled on your complaint, we will comply with his requirements and write to you to confirm that the complaint has been resolved and has been so reference on our database.

### Independent Advice

For free and impartial advice contact

Consumer                      08454 04 05 06      [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

Consumer Focus              08450 04 05 06      [www.consumerfocus.org.uk](http://www.consumerfocus.org.uk)

Local Citizens Advice Bureau

This procedure has been written to comply with The Gas and Electricity (Consumer Handling Standards) Regulations 2008.

Under these Regulations a report by a customer that that they are off supply, in itself, does not constitute a complaint and need not be treated as set out above. If however on making, or attempting to make such a report, the customer considers that Lastmile is failing to deal with it properly, then this constitutes a complaint and should be dealt with as above.