

LAST MILE COMPLAINTS HANDLING PROCEDURE

How to make a complaint

If you would like to discuss an issue or to request information in general, please contact our Customer Services Specialists. They will be able to provide information and advice on our regulatory obligations and other information relevant to your concern.

If you wish to make a formal complaint, please contact us via details on the following page providing the following information which will be entered into our dedicated complaints database:

1. Full Name
2. Full Address and Postcode
3. Date of incident
4. Details of incident
5. Details of your complaint

To ensure accurate recording of complainant contact, we request all correspondence relating to formal complaints to be made in writing where possible.

Following receipt of your formal complaint, our Customer Service Specialists will issue you with a unique complaint reference number and give you their name.

We aim to respond by the end of the working day following the working day your complaint was received. If we are unable to do so, we shall provide timescales for you to expect a response and resolution. We aim to process all complaints in a timely manner where this is reasonably practicable to do so.

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 the above, then resolution has not been achieved and you should make this clear to our customer services staff and request your complaint be escalated to a Senior Manager to review.

Senior Manager Resolution

A Senior Manager will be appointed to review your complaint and our 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 who will ensure that this has been registered on our complaints database.

We will then write to you within 5 working days advising how your complaint may be progressed. If we fail to resolve your complaint, we will advise you to that your complaint will require a Third Party Resolution.

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 'deadlock' 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 referenced on our database.

Complaints Contact Details

If you wish to make a formal complaint, you can do so via the following:

Email: complaints@lastmile-uk.com

Phone: 0330 058 7444

Address: Fenick House, Lister Way, Hamilton International Technology Park, Glasgow, G72 0FT

Free and Impartial Independent Advice

Local Citizens Advice Bureau

Consumer Advice - 08454 04 05 06 www.consumerdirect.gov.uk

Consumer Focus - 08450 04 05 06 www.consumerfocus.org.uk

This complaints procedure has been written in accordance with The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008. These regulations are available online at: <http://www.legislation.gov.uk/uksi/2008/1898/made> or hardcopy via <https://www.gov.uk/guidance/how-to-buy-printed-copies-of-official-documents#buy-a-print-copy>