Annual Complaints Report

Introduction

This report provides the number of Complaints received by Last Mile Asset Management (LMAM) from the public, or from consumers connected to Last Mile Electricity (LME) and Last Mile Gas (LMG) assets.

Reporting Period

1st of April (2025) to the 31st of March (2026).

Electricity

Type of Complaint	Complaints Received	Initial Period Failures[1]	Formal Response Failure[2]	Referred to 3rd Party redress Scheme[3]
Consumer	243	0	25	4
Non-Consumer	3	0	0	0
	246	**0**	**25**	**4**

Gas

Type of Complaint	Complaints Received	Initial Period Failures[1]	Formal Response Failure[2]	Referred to 3rd Party redress Scheme[3]
Consumer	6	0	0	0
Non-Consumer	0	0	0	0
	6	**0**	**0**	**0**

[1] Initial Period Failure is where LMAM failed to acknowledge (as a minimum) a Complaint prior to 5pm the following working day that the complaint was received.

[2] Formal Response Failure is where LMAM failed to carry out its Complaint investigation (where necessary) and provide an explanation within five working days from the initial Complaint being received.

[3] Referred to 3rd Party Redress Scheme is where LMAM was unable to reach an agreed resolution and the Complainant has been advised to refer the Complaint to an approved 3rd Party Redress Scheme.

Governance

Consumer Complaints are governed by The Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008.

The regulations do not apply to complaints from persons who are not consumers.

Making a Complaint

If you have a complaint about any aspect of our service, you can find our Complaints Handling Procedure on our website:https://lastmile-uk.com/wp-content/uploads/2021/01/COM-EG-001G-Last-Mile-Complaints-Handling-Procedure.pdf

Alternatively, you can request a copy and speak with the Complaints team via email at complaints@lastmile-uk.com.