



L&C Utility are committed to providing clients with the best service possible, and view any complaints as an opportunity to learn and improve.

If you are unhappy with the service you have received for whatever reason, we would like to hear from you so that we can make every effort to resolve the problem.

Our policy is:

- To provide a complaints procedure which is clear and easy to follow.
- To ensure clients know how to contact us if they wish to make a complaint.
- To ensure everyone at L&C Utility knows what to do if a complaint is received, and that they treat all clients with the respect they deserve.
- To ensure that all complaints are managed fairly, and attended to in a timely manner.
- To ensure that complaints are resolved wherever possible, and that relationships and services can be restored.

## **How do I make a complaint?**

You can raise a complaint by reaching out directly to an L&C member of staff, or in writing via:

**Email:** [info@lcutility.co.uk](mailto:info@lcutility.co.uk)

**Postal Address:** 1 Richmond Rd, Lytham Saint Annes FY8 1PE

Please provide as much detail as possible, including, but not limited to:

- Your name
- Your business name
- Your business address
- Your contact details (email and phone number)
- The details of your complaint

L&C will keep a record of your complaint, including the date of when the complaint was received, in order for progress to be documented and to ensure timescales are clearly established.



## **What happens next?**

L&C aim to provide an initial response with acknowledgement of your complaint within 2 business days.

A member of staff will be assigned to your complaint, and will seek to provide an acceptable resolution, or agree on an appropriate form of remedy, within 20 business days.

Acceptable resolutions and remedies may include an apology (including an explanation of why our service fell short of expectation), a correction or practical solution which allows for the restoration of service, or in appropriate circumstances, the award of compensation.

In exceptional circumstances, where a complaint cannot be resolved within 20 business days or you are not satisfied with the proposed resolution, complaints will be escalated to a Company Director.

## **Microbusinesses**

If your complaint remains unresolved for more than 40 business days (8 weeks), we will issue you with a 'Deadlock' letter, at which point you will have the right to contact the Energy Ombudsman for a free and impartial review.

The Ombudsman is there to help resolve disputes; it is a free, independent service and any decision they make will be based on the information available.

You may contact the Ombudsman in any of the following ways:

**Phone:** 0330 440 1624

**Email:** [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

**Post:** Energy Ombudsman, P.O. Box 966, Warrington, WA4 9DF

## **Request a Copy**

If you would like a hard copy of our complaints procedure, please send your request to:

L&C Utility Ltd, 1 Richmond Rd, Lytham Saint Annes FY8 1PE