

Complaint Handling Policy

Lourdes Associates Ltd

Lourdes Associates Ltd is committed to providing the highest levels of service to all our customers. If you are in any way dissatisfied with our [product(s)/service(s)], then please let us know as soon as possible. This will help us to continually improve our service to you.

What to do if you have a complaint

Please contact us via

Phone: 0845 652 6309

Email: admin@lourdes-associates.co.uk

Letter: Lourdes Associates Ltd, Avon House, 435 Stratford Road, Shirley, Solihull, B90 4AA

Our complaints procedure

- Complaints can be made by letter, fax, email or telephone.
- We will acknowledge receipt of your complaint, using your preferred method of communication, within three working days.
- We take all complaints seriously and aim to address your concerns thoroughly, promptly, and politely.
- Complaints should normally be directed to the member of staff with whom you have been dealing, in order to allow them to explain what actions have been taken and to help resolve your concerns. If you prefer, you may ask for the name of their line manager and direct your complaint to them.
- We aim to resolve all customer complaints within 7 days. The length of time will depend on the issues involved. If it is not possible to reach a prompt conclusion, we will contact you with an explanation, and set out expected timescales by which matters should be resolved.
- Any correspondence will be treated in confidence. An exception will be made in the event that a third party is implicated by your complaint, and we need to discuss the details of your issue with them in order to reach a satisfactory conclusion.
- We aim to resolve all our customer complaints internally. If, however, you are not satisfied with the outcome of our complaint's procedure, then please contact [relevant ombudsman, professional body or other applicable organisation]. The details of the ombudsman can be found below.
- Should you wish to escalate any complaints internally or for complaints against staff, please contact the complaints manager Ferhad Ali via email ferhad@lourdes-associates.co.uk

ANY COMPLAINTS NOT RESOLVED WITHIN 7 DAYS WILL BE ESCALATED TO THE CODE MANAGER

Energy Ombudsman

If you are not happy with the resolution we offer you can contact the Energy Ombudsman on the below details for an independent review

Phone lines are open Monday to Friday from 9am until 5pm. Ofgem close at the weekends, bank holidays and between Christmas and New Year.



Phone: 0330 440 1624

Fax: 0330 440 1625

Textphone: 0330 440 1600



enquiry@ombudsman-services.org



Ombudsman Services: Energy

PO Box 966

Warrington

WA4 9DF