

Complaints Procedure

1. The customer can contact us initially by phone, email or post. They should do so as soon as possible after first noticing the problem.
2. We will take the details of the complaint, make a formal record of our receipt of the complaint and make a thorough note of the issue(s) raised.
3. We will inform the customer that we will do our best to resolve the complaint in a timely manner
4. For complaints received by phone, if we can't resolve the customer's issue(s) immediately, we will ask the customer to put the complaint in writing so that there is a clear record for everybody. We will offer help with this if the customer wants it.
5. If necessary, we may have to ask the customer to provide us with copies of paperwork or other material to support their complaint. We will make a note of anything received from the customer in the complaints record.
6. If we need to inspect the system or visit the customer to investigate the complaint, we will do so **within 7 days of receiving the complaint**. If the customer is without heating or hot water because of the situation that led to the complaint, we will get out to them **within 24 hours**. If a visit is necessary, we will let the customer know the outcome as soon as possible after the visit. We will also record this in the complaints record.
7. We will keep a note of all contacts (or attempted contacts) with or from the customer while we are trying to resolve the complaint, including telephone conversations.

Email:

info@landdgroup.co.uk

Call us: 07495 950174

Write to us: L & D Group,
Unit 15 Lister Mill Business
Park, Plympton PL7 4BA

