



COMPLAINTS POLICY

The Logical Utilities Company are committed to providing exceptional service to our clients. If you are not satisfied with the level of service received, then we request you to tell us about it. Any comments or complaints are taken seriously, and feedback is invaluable as it provides an opportunity to further improve our standards.

If you would like to make a formal written complaint, please contact our Client Support department as below:

Telephone: 0845 113 0125

Email: client.support@logicalutilities.co.uk

Client Support, The Logical Utilities Company Limited, 20 Imperial Square, Cheltenham, GL50 1QZ.

COMPLAINTS PROCEDURE

1. We will send you written acknowledgement (email or letter), on receipt of your complaint within 5 working days.

2. We will then record your complaints in our central register and start to investigate on your behalf. This is likely to involve the following steps:

- Examining your communications to ascertain the sequence of events & related correspondence
- Interviewing the relevant members of staff for clarification on the issue
- Liaising with senior management as appropriate

3. We aim to acknowledge, fully investigate and resolve all complaints within 14 working days.

4. A full written response to your complaint will be drafted by the appointed member of the team and sent to you with supporting documentary evidence (if applicable). In addition, we may escalate your concerns to the relevant Manager or Director who may wish to discuss the events surrounding your complaint directly with you.

5. If you are not satisfied with the outcome, you can make a written request for escalation of your complaint. The investigation will be reviewed by the Board of Directors, one of whom will respond directly with their findings and a full and final resolution proposal.





6. If you are a micro or small business customer and are still not satisfied with the full and final resolution proposal, you have the option of taking your complaint to the Dispute Resolution Ombudsman or the Energy Ombudsman who are our partners for Alternative Dispute Resolution (ADR) services. Their details are as follows:

Dispute Resolution Ombudsman

Telephone: 0333 241 3209

Email: info@disputeresolutionombudsman.org

Website: <https://www.disputeresolutionombudsman.org>

Energy Ombudsman

Telephone: 0330 440 1624

Email: enquiry@energyombudsman.org

Website: www.energyombudsman.org

