

## **Not happy with the service? We want to know...**

Lantec strives to provide an excellent standard of service, however we recognise there may be occasions where someone may need to make a complaint.

We take these complaints very seriously and will work to resolve these at an early stage. We want to learn from our mistakes - to make sure we don't repeat them in the future – to do this, we commit to reviewing our policies, procedures and practices in light of each complaint we receive, to see if we should change the way we deliver our services.

## **What is a complaint & who can make one?**

A complaint can be about:

- Failure of a service we provide
- Failure to meet expected standards
- The way in which we have handled an incident or request (or not done so)
- Unhelpful staff or engineers
- Incorrect information provided

Any individual or group who either receives services from Lantec or is affected by our services can make a complaint.

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

There are various ways in which you can make a complaint to us: in person – to any member of staff, by telephoning our office on 0115 9659911, or in writing to the Company Secretary. This can be by email to [office@lan-tec.co.uk](mailto:office@lan-tec.co.uk) or by post to Lantec Services Ltd 381 Carlton Hill Nottingham NG4 1HW.

## **What happens next?**

Once we receive your complaint, we'll start investigating the issues you raise and you can expect a response within 7 days. If the matter is more complex and we can't get back to you by then, we'll let you know when you can expect a full response.

## **What happens if I'm not happy with the response I get?**

If we are unable to resolve your complaint you can take your complaint to an Alternative Dispute Resolution (ADR) scheme. ADRs act as an independent middleman and will examine the case from both sides and reach a decision they think fair. If eight weeks have passed since you first formally complained you can contact the ADR directly.

ADR scheme – Ombudsman Services: Communications

<http://www.ombudsman-services.org/communications.html>