Complaints Procedure

NLT Electrical Ltd is committed to providing an efficient and reliable service for our customers. To achieve this, NLT Electrical Ltd keeps up to date with legislation and employs well-trained, dedicated staff.

On the rare occasions that any part of our service does not meet your full expectations, we have implemented a procedure designed to minimise the inconvenience to our clients and to resolve any complaint in a speedy and satisfactory manner.

It is the policy of NLT Electrical Ltd that all complaints are taken seriously and are dealt with in a uniform way and that the client receives acknowledgment from the recipient of the complaint within 2 working days. A proposed resolution to the complaint should be issued to the client within 10 working days or 20 working days for a technical response. If for any reason, there is an unavoidable delay in issuing a response to the complaint the customer will be informed and a new deadline issued/agreed.

All complaints will be dealt with by a designated person, so customers have a definite point of contact. All customers can contact their designated person if they have any questions or queries, or if they wish to enquire about the progress of a complaint. The customer service department are available during office hours between 9.00am to 3.30pm by telephone, or email.

In line with the rules stipulated by the Financial Conduct Authority, any insurance/indemnity complaint will be referred to NLT Electrical Ltd.’s Compliance Manager to acknowledge and respond.

Should any client be dissatisfied with the handling of a complaint at any time, they should inform their designated person who can determine the most appropriate person to respond.

If you are dissatisfied having followed all the stages of the above, please write to:

Zoe Wheeler (Managing Director)

NLT Electrical Ltd

Unit 4 Alvecote Stud

Robeys Lane

Alvecote

B78 1AS

Should you have any comments or feedback we would welcome them. Please send these to the Director at the address above, or feel free to email us at the following email address: nathan@nltelectrical.co.uk

If you remain dissatisfied, if you are an eligible complainant (as defined by Financial Ombudsman Service), you can refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of the date of our final response. If you do not refer to your complaint in time, the Financial Ombudsman Service will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For more information, please contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Or, call 0300 123 9123 or email them at complaint.info@financial-ombudsman.org.uk or you can [complain online](https://help.financial-ombudsman.org.uk/help). Full details can be found at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk/)