

LANternTech Complaints Policy

Our Commitments to you

LanternTech is committed to providing your business with the customer experience that you expect from us, and we will do all you can to ensure that you are satisfied with every aspect of the service we provide. However, we accept that occasionally things can go wrong. Raising your concerns will allow us the opportunity to resolve the matter in a prompt and satisfactory manner.

We take our customers' comments very seriously, so all verbal and non-verbal correspondence is retained, to allow training and improvements within the business.

What should I do if I am unhappy?

If you have a complaint about the service that LANternTech has provided to you, there are three main ways to contact us to log a complaint.

By Phone: 0333 034 3993 (follow Option 1 for the Client Care team)

By email: clientcare@LANterntech.co.uk

Or email your named Account Manager/Partner Success Manager

By letter: FAO Customer Services Manager
Spectrum House
4 Faraday Court
Burton on Trent
DE14 2WX

What to include if you need to make a complaint?

Please include the details and scope of your complaint.

- What has gone wrong for you?
- Who was the person who was dealing with your query, order or issue, and any dates of correspondence that you wish to draw to our attention.
- What do you believe will rectify the situation?

Please also include the following:

- Your name, business name and address

- Your account number. This will be provided on your Handover documentation, or any invoice. Alternatively any member of the customer service team can confirm this to you over the phone.
- A daytime telephone number on which we can reach you

What will we do when we receive your complaint?

LANternTech's customer service manager will log the complaint and give it full attention to resolve the issue as soon as possible. If we are unable to provide a resolution immediately, we will provide an expected timescale, as well as the contact details for the person dealing with your complaint. We will then keep in regular touch with you during the process.

If at any time you are dissatisfied with this process or the resolution offered to you, please ask to speak to one of the operational supervisors in order to escalate. They will review the issue and steps taken, and work with you to come to the best solution. If you are still unhappy, we will refer the complaint to the Board of Directors.

If you do not feel as though your complaint or dispute has been resolved to your satisfaction, we recommend that you contact Citizens' Advice /trading standards for independent adjudication.

Citizens Advice – www.citizensadvice.org.uk

Citizen's Advice – Specific Trading Standards links:

<https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/>

<https://www.citizensadvice.org.uk/consumer/get-more-help/Solve-an-ongoing-consumer-problem/>

<https://www.citizensadvice.org.uk/consumer/get-more-help/report-to-trading-standards/>

Citizen's Advice Consumer Helpline: **0808 223 1133**

Version Control

Date	Version number	Name	Activity
28/04/23	V1.0	Jeanette Dickson	Document creation
31/05/23	V1.1	Jeanette Dickson	Update contact phone number