

Consumer Complaint Resolution

1. Introduction

Logic strives to not only provide a high-quality service but also to provide the type of aftercare to all our customers which our competitors find difficult to match. The dedication to fulfil our customer's needs and wants has always been imperative to the way we operate and we adapt our services in order to achieve this. We work with the intent that once a customer uses Logic we hope they become a 'Logic customer for life'.

Our Customer Service Department has been developed to provide the best after-sales service and support for our customers. The team has grown significantly and are all dedicated to not only hearing the positive things our customers have to say about our services, but also the negative ones. All feedback is welcomed by our team as we are a company that listens to its customers and we improve our services by doing so.

2. Making A Complaint

We strive to provide a consistent second to none service and quality workmanship, however, if you feel that we have not upheld these standards please let us know. We treat complaints with priority and aim to resolve any problem promptly. We endeavour to always be compassionate and understanding of any concerns and queries that you may have and do everything we can to come to a satisfactory conclusion as quickly as possible.

Any concerns you may have relating to work carried out will be investigated fully by the customer services team who will then help to resolve your issue. All complaints have our full attention and we handle them in an efficient, fair and confidential manner.

We will take the actions required to solve problems fully and to your complete satisfaction.

Way to make a complaint

Should you have the need to make a complaint, this can be done over the phone on 01768351812 . Alternatively, you can email the operations manager direct on: dave@logicappleby.co.uk

Complaints about our financial services

If you have a complaint about our financial services and credit arrangements, you should first raise it under this procedure. We will endeavour to resolve the complaint to your satisfaction within 8 weeks, depending upon the nature of your complaint. However, if you believe we have not resolved your complaint to your satisfaction, you may take your complaint to the Financial Ombudsman Service (FOS).

CONTACT DETAILS FOR THE FINANCIAL OMBUDSMAN SERVICE

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line)
or 0300 123 9123 (cheaper for those calling using a mobile)
or 020 7964 0500 (if calling from abroad).

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

3. Complaint Procedure

Any complaints should be raised with our control centre who will attempt to resolve any issues. However, if the problem is more involved the call handler will log a complaint and one of our customer service executives will be in contact within 48 hours.

Stage 1

A customer service executive will complete a full investigation; this includes reviewing all invoices, liaising with the customer to obtain relevant information and interviewing the engineer/employees. They will then provide the customer with a full written or phone call response to the complaint with the outcome of the investigation. If the customer is not fully happy with the conclusion, the customer can then escalate to stage 2.

On escalation to stage 2, please note that any offer made in stage 1 will be withdrawn and may not be reinstated pending further investigation.

Stage 2

Should the customer wish to escalate to stage 2, this will then be in writing either via email or post to dave@logicappleby.co.uk or:

Customer Services Manager
Unit 6
Cross Croft Industrial Estate
Appleby in Westmorland
CA16 6HX

The Logic's Customer Service Manager will complete a full review of the complaint response by the customer services executive.

If the customer is not fully happy with the conclusion made by the customer services manager the customer may escalate to the final stage.

On escalation to the final stage, please note that any offer made in stage 2 will be withdrawn and may not be reinstated pending further investigation.

Final Stage

If the customer is still not satisfied with the response from the manager then the final outcome is escalated to Logic's Managing Director which is the highest point of escalation to investigate the complaint's entirety and responds with a final company conclusion.

