



Let us put things right

We make every effort to ensure our customers are happy with the level of service they receive from us. However, despite our best efforts, we appreciate sometimes, things can go wrong. When they do, we want to know so we can put them right.

Step 1: Get in touch

In the first instance you can tell us about your issue by getting in touch with our Customer Services Team. The contact details are as follows;

Email: complaints@lilycomms.co.uk

Post: FAO Customer Experience, Lily Communications Limited, Connect House, Milshaw Business Living, Global Avenue, Leeds, LS118PR

Telephone: 0343 507 1111

To help us fix things quickly we'll need some details. Please tell us:

- Your Lily account number. This can be found on your invoice
- Tell us about the issue, including any supporting evidence you feel is important
- The resolution you are looking for

Step 2

A member of our Customer Experience Team will contact you to provide you with next steps, this may include the assignment of a complaints case handler along with your case reference number. Once you have received this, we will contact you with our initial findings or a request for further information.

We will aim to provide a response and resolution where possible within 10 working days. If additional time is required for us to investigate further, we will of course advise you of this.

Step 3

You will receive a report on our investigation and findings in relation to your complaint. This will include the option to appeal this decision if you are not satisfied with the outcome. If you do not respond to our report within 28 days we will consider the matter resolved.

If you are unsatisfied with the decision and wish to appeal, please notify your complaints case handler within 28 days, stating the reasons for your appeal.

Step 4

You will receive a report on our investigation and findings in relation to your appeal. This will include the option to further appeal this decision if you are not satisfied with the outcome. If you do not respond to our report within 28 days we will consider the matter resolved.

If you are unsatisfied with the decision and wish to appeal further, please notify your complaints case handler within 28 days, stating the reasons for your appeal.

Step 5

You will receive a report on our investigation and findings in relation to your appeal. This will contain the final decision by Lily Communications.



Not Happy?

If you are an organisation for which not more than 10 individuals work and following completion of Step 5 above you remain unhappy with our findings and/or 8 weeks have passed since you raised your complaint you have the option to use the ADR Scheme in place with the Communications Ombudsman. We will send you an ADR letter confirming when you are able to take your complaint to the Communications Ombudsman - <https://www.commsombudsman.org/>

You can also contact them directly using the following methods:

Tel: 0330 440 1614

Post:

Communications Ombudsman
P.O. Box 730
Warrington
WA4 6WU

Email: enquiry@commsombudsman.org

You can also request a copy of our complaints code free of charge and in any accessible format required (e.g. braille or large font).