

# HAVE WE DONE SOMETHING WRONG?

Boyer is part of the Leaders Romans Group (LRG) and is committed to providing services and products of the very highest standard. However we know from time to time things don't always go as smoothly as we'd hope. Here at Boyer we will always do our absolute best to correct any mistakes as we whole-heartedly believe in treating all our customers fairly. Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

## What do you need to do?

**In order to work with you to resolve any mistakes made, we need to know what's gone wrong. To resolve your issue quickly please contact the local team as they will have a detailed knowledge of your account and they will work with you to try to put things right.**

### Formal Complaint – Stage One

Occasionally the local team can't help you put things right, so if you are not happy and your issue has been unresolved please do get in touch with our Customer Care team, [customercare@lrg.co.uk](mailto:customercare@lrg.co.uk). To put your mind at ease, they will contact you within three working days so you know we are looking into it for you. After this, they will liaise with the Head of Office or Head of Service who will provide a full response in writing within 15 working days.

### Formal Complaint – Stage Two

If after receiving our response you still consider your complaint to be unresolved, please let Customer Care know who will be in touch within three working days assuring you the matter is in hand.

A further full and independent review will be carried out by Andrew Williams, Managing Director – Boyer, to understand the background, the impact it is having on you and how we can resolve the matter. A full and final response will be sent to you within 15 working days.

### Formal Complaint – Stage Three

If after receiving our response from Andrew Williams and the complaint is not resolved to your satisfaction, please let the Customer Care Team know who will issue an acknowledgement within 3 working days. Your case will then be referred to Peter Kavanagh, Chief Executive Officer for LRG, who will personally conduct a separate review of your complaint. A formal response will be sent to you within 15 working days of your complaint being escalated to Mr Kavanagh.

#### Customer Care Contact Details

LRG Customer Care Department  
Crowthorne House  
Nine Mile Ride  
Wokingham  
Berkshire  
RG40 3GZ

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