



COMPLAINTS PROCEDURE

LMC is committed to providing its customers with high quality standards of service. We welcome your comments on the quality of service you received and if you are unhappy with our service, please let us know why you are unhappy as soon as possible.

Please note this complaints procedure does not include appeals about FQAS decisions. Please see the current NIBL FQAS Standard and Rules for the appeals process.

How do I make a complaint if I am unhappy with the quality of service I received?

Our complaints procedure is easy to use and if you have a complaint about any aspect of our service you can tell us in person, by telephone, text phone, letter, fax, or by email. It is important when contacting us that you provide as much information as possible. This will assist us in investigating your complaint quickly and efficiently.

All complaints will be taken seriously and dealt with as quickly as possible.

Complaints will be acknowledged within 10 working days of receipt and a full response provided within 20 working days of receipt. If this is not possible, we will explain why and we will tell you when you can expect a response.

In all cases your complaint will be fully investigated and treated in confidence.

If you are not satisfied with our response to your complaint, you can refer the matter to LMC's Chief Executive. We will provide you with their name and contact details in response to your initial complaint.

If you are not satisfied with the response from LMC's Chief Executive, you can refer the matter to the Chairman of the Board. We will provide you with their name and contact details in response to your complaint.

What to do if you are still not satisfied?

If you have received a final reply from the Chairman of the Board and you remain unhappy, you can contact the NI Ombudsman. The NI Ombudsman is independent of government and has wide statutory powers. You can contact the Ombudsman in a number of ways:

In person at:

The Ombudsman's Office
Progressive House
33 Wellington Place
Belfast
BT1 6HN.

By telephone:

028 9023 3821
Freephone: 0800 343424

By fax:

028 9023 4912

By e-mail:

ombudsman@ni-ombudsman.org.uk

By letter to:

The Ombudsman
Freepost BEL 1478
Belfast
BT1 6BR

Or by visiting their website on <http://www.ni-ombudsman.org.uk>