

LOT SORT COMPLAINTS PROCEDURE

19th March 2026

We are committed to delivering the highest level of service, but if something does go wrong, we aim to work swiftly and fairly to put it right.

By letting us know when you have a problem, we can work with you to understand what's happened. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

HOW DO I REPORT A COMPLAINT?

The first thing you need to do is contact us and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing, by post, or send us an email.

We will aim to resolve any issues immediately, however if this is not possible then your concerns will be escalated to a manager who will investigate the matter.

WHAT HAPPENS NEXT?

When we receive your complaint, we will:

- Send you a written acknowledgement within three working days, this will outline who is responsible for investigating the issues raised.
- Collate as much information as possible and liaise with the various departments involved to establish all the facts.
- Send a detailed response within ten working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns, you will receive a written explanation for the delay.

ESCALATING THE COMPLAINT

Let us know if you feel your complaint has not been fully addressed. Your concerns will be acknowledged within three working days of receipt and your complaint will be re-reviewed by a senior staff member.

Where possible, a final response will be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution, and inform you of your right to appeal to a third-party.

CONFIDENTIALITY

All complaints are kept confidential and will be dealt with fairly. If we do not hear from you within five days of our response, we will assume the matter has been resolved and the complaint will be closed.