

OUR COMMITMENT TO GETTING IT RIGHT - YOUR VOICE MATTERS

Boyer is part of LRG and is committed to providing services and products of the very highest standard. However we know from time to time things do not always go as smoothly as we would hope. Here at Boyer we will always do our absolute best to correct any mistakes as we 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 has 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.

Stage 1 - Formal Complaint

Occasionally the local team may not be able to help put things right, so if you are not happy and your issue is unresolved, please get in touch with our Customer Care team, customercare@lrg.co.uk. To put your mind at ease, Customer Care will acknowledge your complaint within three working days so you know we are looking into it for you. After this, the Head of Office or Head of Service will investigate the case and provide a full response in writing within 15 working days.

Stage 2 - Formal Complaint

If after receiving the Stage 1 response in writing you 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 independent review will be carried out by Andrew Williams, Boyer Managing Director, to understand the background, the impact it is having on you and how we can resolve the matter. A full response will be sent to you within 15 working days.

Stage 3 - Formal Complaint

If after receiving a 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 three working days. Your case will then be referred to Peter Kavanagh, Chairman of 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.

Customer Care

Boyer Customer Care Department
Building 1
Meadows Business Park
Blackwater
Camberley
GU17 9AB

customercare@lrg.co.uk
01344 753104