Heat

Our Complaint Policy

lastmile

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Last Mile Heat Limited Registered Office: Kingfisher Suite, Wheelhouse, Bonds Mill Estate, Stonehouse, Gloucestershire, GL10 3RF Company No. 13387039

Our Complaints Policy

Aims of this procedure

At Last Mile Heat, we aim to provide the highest level of service to all our customers. However, we understand that sometimes things may go wrong. If we have made a mistake, not met your expectations, or you are dissatisfied in any way, please tell us as soon as possible so we can resolve the issue quickly.

How to make a complaint?

The quickest way to resolve an issue is to call us on 0333 009 5211, Monday to Friday between 9am and 5pm (excluding bank holidays).

We aim to resolve telephone complaints during your first call wherever possible.

If you prefer, you can also contact us by:

- Visiting our website: www.lmheat.co.uk/contact
- Emailing us: customerservices@lmheat.co.uk
- Writing to us at: Sophia House, 28 Cathedral Road, Cardiff, CF11 9LJ

We'll aim to provide you with a response within ten working days from the date we receive your complaint.

If your complaint is about a disputed debt, we'll put the debt recovery process on hold until we have let you know the outcome of our investigation. You still need to pay any amount not in dispute whilst we investigate.

What you can expect from us

Once we receive your complaint, we will provide the name of the person handling your case and keep you updated throughout the process. Our aim is to reply within ten working days. If we cannot meet this timeframe, we will explain why and give you a revised timeline which is always within eight weeks of receiving your complaint.

Following our review, if we are at fault, you can expect an explanation, an apology, and details of the corrective actions we will take.

If you remain dissatisfied, please let us know so your case can be escalated to a manager for review.

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Senior Manager escalation

A senior manager will conduct a fresh review of your case and will aim to contact you with a resolution within five working days. If more time is needed, we will update you.

If we are at fault, you will receive an explanation, an apology, and details of the steps we will take to make things right.
If a resolution still cannot be reached, we will record this on our complaints database and advise you that your complaint may require third-party resolution.

Third Party resolution

If we are unable to agree on a resolution, we will send you a formal letter confirming that a position of deadlock has been reached. This will summarise previous communication and outline our position.

From 1st April 2025, new legislation requires all Heat Network suppliers to be signed up to Energy Ombudsman. This new legislation ensures that Heat Network consumers can access our free and independent dispute resolution service.

You can raise your dispute here www.energyombudsman.org/raise-dispute.

If the Ombudsman finds that we are at fault, they may require us to provide an explanation, an apology, corrective action, or financial compensation where appropriate.

Once the Ombudsman has made a final decision, we will comply with their requirements and update you once your complaint is fully resolved.

You can find more information about the Ombudsman at: www.energyombudsman.org/how-we-can-help

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Ofgem

From January 2026, Heat Networks are regulated by Ofgem. Ofgem is the independent regulator responsible for keeping the energy market fair, competitive, transparent, and aligned with both consumer protection and environmental objectives.

While Ofgem does not handle individual customer complaints, it does:

- Set consumer protection rules
- Enforce regulatory standards
- Ensure suppliers follow proper complaint-handling processes

Under the new framework, heat suppliers must comply with strengthened, consumer focused Standards of Conduct, which include requirements to:

- Treat customers fairly
- Provide clear, accurate, and accessible information
- Maintain straightforward, accessible, and timely complaints procedures

Heat Trust

Heat Trust is an independent, non-profit organisation that champions heat network customers and holds suppliers to account for the benefit of everyone involved. They strive to make sure customers enjoy the benefits of heating systems by setting the standards they expect, making sure they're treated fairly and working with suppliers to deliver high-quality customer service.

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