



C The Lite Complaints Procedure

1. Definitions

In this Complaints Procedure the following expressions will have the following meanings:

We or Us or Our: means C The Lite Ltd, whose Registered Office is Charter House, Wyvern Business Park, Derby DE21 6BF. Company number 06657276.

You or Your: will refer to the domestic customer, being the person, whose name and address is shown in the Agreement.

2. Raising a Complaint

1.1. If You wish to make a complaint, You can contact us in one of the following ways:

- a. By telephone to 0800 612 9539
- b. By email to admin@cthelite.co.uk
- c. In writing to C The Lite Charter House, Wyvern Business Park, Derby DE21 6BF

1.2. Upon receiving a complaint, We will acknowledge it in writing within 5 working days, giving You the name and contact details of the person investigating it.

1.3. Should We receive a complaint from a third party, We will contact You in the first instance to ensure that You have given permission for this third party to be calling on Your behalf.

1.4. We will keep You informed about the progress of the investigation. We aim to have all complaints resolved within 14 working days unless We agree on a different time scale with You. If the complaint is of a serious nature (i.e. a safety issue) the issue will be escalated immediately with a view to resolving the issue (or at least, the safety risk) within 24 hours. Upon reaching a satisfactory resolution, You will receive a letter outlining;

- a. Details of the findings;
- b. Our proposals to resolve Your complaint; and
- c. Any action We have taken

1.5. We will endeavour to contact You 7 days from the resolution letter being sent out to ensure that You are fully satisfied with the steps that have been taken to resolve the complaint.

1.6. Although Our team are fully trained in handling any issues that may arise, if at this point, or at any other stage of the process, you feel unhappy with the way your complaint is being handled, Your complaint will be escalated to the senior department manager and the resolution process will continue until a satisfactory outcome is reached.

C The Lite Limited – VAT registry GB 9424553 21

Registered Address: Charter House, Wyvern Court, Stanier Way, Wyvern Business Park, Derby, DE21 6BF

1.7. We reserve the right to determine how any complaint should be resolved and may refuse to complete the full complaints procedure for vexatious complaints