

Customer Care Charter

At Lincolnshire Co-op, we're all about making sure you have the best experience with us. If something isn't quite right, don't worry – **we're here to listen** and to **sort it out quickly and fairly**. Here's what you can expect when you reach out to our Customer Care team:

1. Our commitment to you

We want every visit and interaction with us to be a positive one. If things don't go as planned, we're here to make it right. Our team is dedicated to resolving any issues you have while keeping things as simple and straightforward as possible.

2. How to reach us

You can easily get in touch with us through a variety of ways:

- **Phone:** Call our Member & Customer Careline on **01522 781 135**.
- **Online:** Message us on social media, email at **customer.care@lincolnshire.coop**, or leave a review on Google.
- **Mail:** Write to us at Customer Care, Lincolnshire Co-op Support Centre, 15-23 Tentercroft Street, Lincoln, LN5 7DB.

Our Customer Care team is available on **weekdays** from **8.30am until 5pm**, excluding Bank Holidays.

3. What happens when you raise an issue?

- **We'll respond quickly:** If you contact us online, we'll acknowledge your complaint within 2 working days. If you call, we'll confirm your complaint during the call and can send you an email confirmation if needed.
- **You'll get a case number:** Every complaint gets a unique case ID so you can easily follow up.
- **We'll keep you in the loop:** You'll know who's handling your complaint and how to reach them.

4. We'll work at pace to make things right

We aim to resolve things as quickly as possible:

- **Quick fixes:** If we can sort it out straight away, we will but these cases may take up to 5 working days.
- **More time needed?:** If it's something we can't fix right away, we'll investigate and aim to resolve it within 15 working days.
- **For more complex cases:** we may need extra time, but you can expect a decision within 25 working days.

5. Goodwill gestures

We want to show our appreciation for your patience, so depending on the situation, we may offer:

- Discounts or vouchers.
- A refund by reimbursement to your membership card, cash in-store or by cheque depending on the case.
- Replacement products or free services.

The decision to offer goodwill will be made on a case by case basis and is at the sole discretion of Lincolnshire Co-op.

6. Keeping track of your complaint

We keep things transparent. Your complaint will be logged in our system, and we'll keep you updated as we work through the process. Once everything's resolved, we'll let you know.

7. Your feedback helps us improve

We take all feedback seriously and use it to improve what we do. Our team regularly reviews complaints to spot any recurring issues and areas where we can do better, so your voice makes a real difference. Once we close your case, we'll ask for feedback on how we've handled your issue as we look to improve your experience with us.

8. Need further assistance?

If you need any further assistance or if you feel like your complaint hasn't been fully resolved, you can escalate it by letting a member of our Customer Care Team know, using the contact details above.