**Complaints**

**How can I submit a Complaint to PPL?**

Complaints can be made by phone fax, email, mail or in-person.

* PPL Customer Service (866) 259-3009 (toll free)
  + Fax: 1-804-665-2152
  + Email: [vacompliancequality@pcgus.com](mailto:vacompliancequality@pcgus.com)
  + Mail/In-Person:

Public Partnerships, LLC

4991 Lake Brook Drive, Ste G90

Glen Allen, VA 23060

**When will I hear from PPL?**

PPL will attempt to contact you by phone within 1 business day of receiving the complaint. PPL will review and take steps to resolve your complaint within 3 business days. PPL will respond in writing within 5 business days to written complaints.