

## Customer Complaint Policy

Customer complaints are invaluable to our organisation. They offer specific insights into how we might improve our service, processes and procedures. It is important to us to make it as easy as possible for customers to communicate a problem or issue about our service(s).

### Our policy

Environet UK Ltd is committed to providing the highest levels of care to all our customers. If you are in any way dissatisfied with our service, then please let us know as soon as possible. This will help us to continually improve our service to you.

### What to do if you have a complaint

Please contact us via phone, email or letter using the details below:

**Email:** [expert@environetuk.com](mailto:expert@environetuk.com)  
**Telephone:** 01932 868700  
**Post:** Environet UK Ltd, Clockbarn, Tannery Lane, Send, Nr Woking GU23 7EE

Please detail the nature of your complaint. We would ask you to provide your contact details, and indicate your preferred method of communication, *e.g.* telephone, email.

### Our complaints procedure

- We will acknowledge receipt of your complaint, using your preferred method of communication, within three working days.
- We take all complaints seriously and aim to address your concerns thoroughly, promptly, and politely.
- Complaints should normally be directed to the appropriate Regional Director, who will undertake an investigation. The results of the investigation and any actions arising will then be shared with you.
- We aim to resolve all customer complaints as quickly as possible. The length of time will depend on the issues involved. If it is not possible to reach a prompt conclusion, we will contact you with an explanation, and set out expected timescales by which matters should be resolved.
- Any correspondence will be treated in confidence. An exception will be made in the event that a third party is implicated by your complaint, and we need to discuss the details of your issue with them in order to reach a satisfactory conclusion.
- Where there are grounds, such as in the case of gross misconduct, or where you are not satisfied with the outcome, the complaint will be escalated to the Managing Director for review.

Last Reviewed 04/11/2021

