

Customer Complaints Procedure

Approval & Amendment

Description of Amendment	Rev	Date	Prepared by	Reviewed by	Approved By
New Document Layout	1	09.12.2020	JS	AR	AR

Purpose & Scope

Ebsford Environmental Ltd is committed to giving our clients the highest level of service from the most qualified staff whilst never compromising on our belief that in bio-diversity or the protection of the environment in which we live. As well as carrying out internal monitoring of our quality standards, we actively request feedback from our clients on how we are performing looking for opportunities to improve our customer service.

We value our clients and promise that the organisation will handle any complaints both speedily and fairly. When something does not go as planned, we want you to let us know in them we can take action and provide appropriate solutions.

If you need to make a complaint

Should you feel it necessary to make a complaint, we will commit to the following:

- Normally provide corrective action within 48 working hours
- Keep you informed by phone call or email should we need more time
- Our team will deal with it fully and provide a final response, in writing by within 20 working days of receipt
- Liaise, at your request, with anyone acting formally on your behalf.

How to send in your complaint

You can post your complaint to Ebsford Environmental Ltd, The Refectory, The Nostell Estate, Nostell, Wakefield, WF4 1AB. You can email customerservice@ebsford.co.uk or call the office on 01924 802190 and a member of our team will take down your complaint and ensure it is passed to our SHEQ Coordinator. Please ensure you include your contact details.