

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, therefore, to make it as easy as possible for customers to communicate a problem or issue with us 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(s), 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

Contact us at:

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

- Complaints can be made by letter, email or telephone.
- 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 member of staff with whom you have been dealing, in order to allow them to explain what actions have been taken and to help resolve your concerns. If you prefer, you may ask for the name of their line manager and direct your complaint to them.
- 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.
- We aim to resolve all our customer complaints internally. If, however, you are not satisfied with the outcome of our complaints procedure, then please contact our Managing Director, Mr Nicolas Seal.