

# Complaints Procedure

## 1. Introduction

We are committed to providing a high quality service to all our customers and actively seek your feedback. In the unfortunate event that something goes wrong and you feel that we have not met the required standard we encourage you to let us know so that we can resolve the matter satisfactorily and can look to improve the ways in which we conduct our business. This will allow us to put things right for you and to help improve our service for others in the future.

Our feedback form can be found here: [Envance Customer Feedback Survey](#)

## 2. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve our service. We treat all complaints in confidence.

## 3. How you can make a complaint

If you have a complaint the first step is to raise it informally with your main contact, either verbally or in writing, so that they can resolve it. We would encourage you to raise the matter with them as soon as possible so that they can address your concerns before matters get worse. In practice, most complaints can be resolved in this way.

If this does not resolve the issue you can complain by sending an email to us at [admin@envanceuk.com](mailto:admin@envanceuk.com) or you can send a written complaint by post to Envance, Houldsworth Mill Business Centre, Houldsworth Street Stockport, SK5 6DA . Alternatively you can telephone us on 01613271723 but please be aware we may, where appropriate, ask you to provide further details in writing.]

## 4. How we handle complaints

A director will initially review the complaint. We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints completed within 10 working days unless we agree a different time scale with you.

## 5. Time limits

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than twelve months later, we may not be able to investigate properly. We will, however, try to investigate the complaint effectively and fairly.

## 6. If you are dissatisfied with the outcome

At this stage, if you are still not satisfied, you should contact us again and we will arrange for an alternative director/ senior manager who has not had any dealings with your matter to review the initial decision. We will write to you within 10 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.]

## 7. If you are still dissatisfied at this stage

We hope that we are able to resolve your complaint satisfactorily but accept that sometimes this is not possible. All our relevant staff are members of the Chartered Institute of Ecology and Environmental Management (CIEEM) so if your complaint relates to the technical competence of one or more of our staff, you have recourse to CIEEM's professional conduct inquiry procedures (see <https://cieem.net/resource/professional-conduct-inquiry-procedures/>).

However, if your complaint relates to our business services, invoicing and charges you should contact the Citizen's Advice Consumer Service (UK) or the Competition and Consumer Protection Commission (RoI).