

Greengage Complaints Procedure

1. Define the Scope

- **Purpose:** Greengage complaints procedure aims to resolve issues efficiently and improve service quality.
- **Applicability:** All external customer complaints for any of Greengage solutions are covered by this complaint procedure.

2. Complaints Policy Statement

- **Commitment:** Greengage are committed to addressing complaints promptly, fairly, and transparently.
- **Objectives:** To rectify customer queries and issues and therefore improving customer satisfaction and identifying areas for improvement.

3. Procedure Steps

Step 1: Complaint Submission

- **Channels:** email: contact@greengage.solutions telephone: +44 (0) 204 519 3211
website chat: [Sustainable Certification • Greenage Solutions \(greengage.solutions\)](#)
- **Information Required:** When submitting a complaint, name email, Telephone number and details of the complaint must be included

Step 2: Acknowledgment

- **Timeliness:** Acknowledgement receipt of the complaint will be provided within 2 business days.
- **Confirmation:** The name and contact details of the person handling the complaint will be provided with acknowledgement.

Step 3: Investigation

- **Assign Responsibility:** Designate a responsible person or team to investigate the complaint.
- **Gather Information:** Collect all relevant information and documents related to the complaint.
- **Timeline:** Expected timeframe for completing the investigation is 10-15 business days.

Step 4: Resolution

- **Decision:** Communicate the findings and decision to the complainant.
- **Remedy:** Offer a remedy or corrective action if the complaint is upheld.
- **Feedback:** Provide an opportunity for the complainant to give feedback on the resolution process.

Step 5: Escalation

- **Internal Escalation:** if the responsible person cannot rectify the complaint or requires further guidance the complaint will be escalated to the senior leadership team including but not limited to Andrew Perolls - CEO

4. Documentation and Record Keeping

- **Complaint Log:** A log of all complaints received, including details, actions taken, and resolutions, will be maintained
- **Confidentiality:** Confidentiality of the complainant's information will be kept in line with our data protection laws and policies

5. Training and Awareness

- **Staff Training:** As a small business all employees will be trained in the complaints procedure and how to handle complaints effectively.
- **Awareness:** Make customers aware of the complaint's procedure through the company's website, at the point of sale, or in customer communications.

6. Continuous Improvement

- **Review:** we will regularly review and update the complaints procedure to ensure it remains effective.
- **Analyze Trends:** Complaint data will be analyzed annually to identify trends and areas for improvement in products, services, and processes.