

Complaints Procedure

Policy

Easaway Environmental is committed to providing a quality service for its customers and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and customers and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way - for example, with an explanation for our actions or an apology if we have got things wrong, or information on any further action required.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly;
- Keep matters low-key;
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Procedure

If you have a complaint, please contact Janet Noble, Quality Manager. You can write to her at: Easaway Environmental, Four Seasons House, Railway Road, Crossgates, Leeds, LS15 8EL or email: janet@easawaydraincare.com.

Next steps:

- The complaint should be made as soon as possible following the act of the alleged harassment in writing to the Quality manager.
- The complaint should be acknowledged in writing within three working days.
- The alleged harasser will be given written notification of the complaint with full details of the allegation.
- The alleged harasser will be interviewed. He/she will have the same right to be accompanied.
- The investigation manager will write to the harasser outlining the complaint.
- Formal meetings will be held with the complainant, the alleged harasser and any witnesses within ten working days of the date the complaint was received.
- The evidence will be considered as quickly as possible by a panel or by an independent person.
- The complainant and the alleged harasser will receive a decision in writing from the organisation as soon as the investigation is complete.

Implementation and Monitoring

In order to ensure that the policy is being applied consistently and fairly, an appropriate monitoring system will be introduced.

Signed: T. Phillips (managing Director) Dated: 10th December 2010