



Complaints Policy

Purpose

The purpose of this policy is to ensure that any and all complaints are handled in a prompt, fair and consistent manner. We are committed to providing a high level of service to all of our customers and view complaints as an opportunity to improve our operations.

Scope

This policy applies to all of our customers, clients and staff who wish to raise a concern or complaint about our service, products or conduct.

Definition of a complaint

For the purposes of this policy complaints are defined as any expression of dissatisfaction, whether justified or not, regarding our service, products or the conduct of our staff.

How to make a complaint

Complaints can be registered through the following channels;

Email – hello@sustainabletech4good.co.uk

Phone - 01438 741718

In writing – Unit 10, Wedgwood Court, Wedgwood Way, Stevenage, SG1 4QR

Complaints should contain as much detail as possible, including but not limited to;

Complainant name and contact details

Description of the complaint

Relevant dates / supporting information

Complaints Processing

Firstly, we will acknowledge receipt of any complaint within 5 working days. We will then review and investigate the complaint. We aim to provide a full response to the complaint within 10 working days of the receipt of the complaint – should more time be required then we will update the complainant with this information.

We aim to resolve complaints via one (or more) of the four following outcomes;

1. A statement clarifying or explaining the original decision made
2. An apology for the issue itself
3. Corrective action



4. An improvement to our service

Escalation

If the complainant is not satisfied with the outcome, they may request a review or escalate the complaint to a senior member of staff

Confidentiality

All complaints will be handled confidentially in accordance with all relevant data protection regulations and information will only be shared where required for complete and accurate investigation and resolution of the issue.

Approved by: Sue Gowling

Date: 28th November 2024

Reviewed: 27th January 2026