

TOWENS GROUP

COMPLAINTS POLICY AND PROCEDURE

Complaints Policy

Towens of Weston Ltd and Towens Waste Management Ltd are committed to provide a high level service to our customers and not to cause harm or distress to the general public. If you are not happy with the actions of our company or its employees we need you to tell us about it. This will help us to improve our standards and to identify any problem behaviour or individuals.

Complaints Procedure

If you have a complaint, please contact Mr Graham Carrington explaining the nature of the complaint and providing as much supporting information as possible either by:

Telephone on 01934 613598

Email to sales@towens.co.uk

Or by letter to **Towens Group**

Plot 2

Warne Road

Weston super Mare

BS23 3UU

On hearing of your complaint we will complete an internal complaint form based on your information. Using this information we will then investigate your complaint as quickly as practicable and will respond to you with our findings and the action we are taking no later than 5 days from the initial notification

At this stage, if you are still not satisfied you can write to us again. Another Director of our company will review Mr Carrington's decision within 7 working days.

If you are still not satisfied we would suggest that you take advice from a suitably qualified third party.

Signed.....

Position.....

Date.....

COMPLAINT FORM

To the Complainant: In accordance with our complaints policy, please provide the following information so that we can properly investigate the matter. We will respond to you with our findings as quickly as practicable.

Complainants name and contact details

Date and location of Incident

Towens employee name/registration if known or relevant

Description of complaint

Complainants suggested resolution

Completed by..... Date