



## **Owls Hall Environmental – PL-005 Customer Services Standard**

Owls Hall aims to provide the highest level of customer service. This statement outlines Owls Hall procedures for the handling of customer complaints in relation to our products and services. The policy ensures that a customer complaint or perceived failure of service is taken seriously and addressed so that goodwill is fully restored and that the reputation of our company remains intact in the eyes of its customers and other stakeholders.

### **Complaint handling procedures**

Owls Hall Sales and Operation Team will be your main point of contact within Owls Hall whether you wish to register a complaint about technical difficulties, billing problems, Owls Hall staff or their contractors, or you merely want information about Owls Hall Services.

Complaints can be received by various means such as by phone, letter or email. It is our policy to address complaints within 24 hour period upon receipt of the complaint.

In order to restore goodwill, all staff are responsible for ensuring that all complaints, received by them, are dealt with quickly and effectively in line with our procedure 'OHEL31 Customer Complaints'. It is the intention that the complainant is content with the outcome.

Listening and empathising with the customer and understanding their situation is essential if the complaint is to be resolved effectively.

It is important that the member of staff does not take the complaint personally.

The member of staff should not place themselves in a potentially unsafe or dangerous position.

If the customer requests a manager then the member of staff should immediately call for Customer Services Manager or any Senior Authority.

If the complaint is directed at the member of staff themselves and if the situation is likely to be unresolved or become aggravated, the member of staff should call a supervisor or reporting manager. The customer should be informed of this.

Serious or complex complaints relating to staff behaviour should always be referred to the senior management.

It is good to ask the complainant how they would like the goodwill to be restored.

A resolution which has financial implications should be at the discretion of top management.

A refund can only be authorised by a Senior Manager.

If an urgent or in-depth response is required, the complainant should be contacted immediately, preferably by phone. If the complaint is urgent and manager of the specific area is not present then the Managing Director is responsible for investigating and resolving.

Any resolution or outcome should be explained to the customer in a polite, careful and diplomatic manner.

After the event staff are recommended to report all complaints to Customer Services Manager, directly or via their supervisor or manager, so that a database record can be kept and the complaints monitored and tracked.

### **Obligations for compliance with the Disability Discrimination Act (DDA) 1995, 2005**

If complaints regarding disabled access (physical, sensory, cognitive) with possible DDA implications are received by Owls Hall staff they are recommended to inform Customer Services Manager as a matter of urgency. Customer Services Manager will then work closely with Managing Director to investigate the complaint and initiate any appropriate action.



## **Obligations for compliance with the Freedom of Information (FOI) Act 2000 and Environmental Information Regulations**

If the complaint is deemed to fall under FOI legislation – a request for information that the company holds– then a formal response must be given within 20 working days from the day after receipt of a written communication.

Any other complaints or enquiries involving environmental information, under the Environmental Information Regulations do not have to be written down and can be dealt with at the time. However if further information needs to be obtained the customer's details should be recorded and a response communicated to them within 20 working days.

However in most cases it is expected that any difficult situation is defused and resolved amicably.

### **How long does it take to deal with complaints?**

Depending on the severity of the complaint and the means by which it was communicated, the average response time is between 0 and 7 working days. Any investigation may prolong this period. However it is advisable that the customer is kept informed of progress etc.

### **Recording and tracking**

All enquiries and feedback, including complaints are recorded\* on a computer database.

\*Personal details can only be kept on the database with the consent of the individual concerned (Data Protection Act)

### **Making or Reporting a Complaint**

Customer Services will listen to complaints or feedback from our customers (including colleagues), and can be contacted between 8.30 and 17.00, Mondays to Fridays, on 01371 850 537.

Craig Finbow: Managing Director  
**Owls Hall Environmental Ltd.**

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Signed:

A handwritten signature in blue ink, appearing to read "C. Finbow", is written over the "Signed:" label.

Dated: 03/01/2023

Policy Review Date: 03/01/2024