

Formal Written Complaints Procedure

Important Information for Clients

Ebsford Environmental Ltd is committed to giving our clients the highest level of service from the most qualified staff whilst never compromising on our belief that in bio-diversity or the protection of the environment in which we live. As well as carrying out internal monitoring of our quality standards, we actively request feedback from our clients on how we are performing looking for opportunities to improve our customer service.

In addition, Ebsford Environmental Ltd is registered with the Property Code Compliance Board as a subscriber to the INNS Code. A key commitment under the code is that the organisation will handle any complaints both speedily and fairly.

When something does not go as planned, we want you to let us know in them we can take action and provide appropriate solutions.

Should you feel it necessary to make a complaint, we will commit to the following:

- Normally provide corrective action within 48 working hours
- Keep you informed by phone call or email should we need more time
- Our team will deal with it fully and provide a final response, in writing by within 20 working days of receipt
- Liaise, at your request, with anyone acting formally on your behalf

If for any reason you are not satisfied with our final response, or we exceed the response timescales, you may refer your complaint to The Property Ombudsman scheme (TPOs):

The Property Ombudsman
Milford House
43 – 55 Milford Street
Salisbury
SP1 2BP

Website www.tpos.co.uk Tel 01722 333 306 Email admin@tpos.co.uk

We commit to give our full cooperation to the Ombudsman during any investigation and comply with their final decision.

Any complaints should be sent to customerservice@ebsford.co.uk, posted to Ebsford Environmental Ltd, Paine Suite, The Nostell Estate, Nostell, Wakefield WF4 1AB or by phone on 01924 802 190 and include your contact details.