

Complaints procedure- JG Environmental Ltd

JG Environmental Ltd (JG) defines 'a complaint' as any expression of dissatisfaction with any part of our service, including results from our treatments, and any dealings with our personnel.

JG recognises that often complaints will be raised informally; in this case an informal approach to the resolution can be achieved. Our aims in this case are as follows,

- To provide resolution to the case as soon as possible. ☑ To keep all matters as low key as possible and ensure business carries on as normal to avoid any further problems; this involves having a single task owner and point of contact. ☑ To enable mediation between the complainant and the individual tasked with dealing with the complaint.
- If an informal approach is not possible then our formal complaints procedure should be followed.
- Introduction to formal complaints procedure.

Our formal complaints procedure is intended to ensure complaints are dealt with fairly and consistently, and if possible to the complainant's satisfaction.

To ensure consistency all formal complaints must be submitted in writing either via post to our office base or via email. This way all complaints are automatically recorded and any information can be recalled if required.

A complainant's role is to bring any issue to JG's attention within 8 weeks of the issue arising. (Usually as early as possible to avoid unnecessary delays) The issue/ problem must be explained as clearly and fully as possible. Any issues that may be beyond the control of JG must be recognised. Responsibility for action falls to senior management, either the managing director or temporarily nominated cover. At this point a member of staff selected as most suitable to deal with the formal complaint will become the task owner and sole contact (unless further action or authorisation is required in which case the case falls back to the senior manager who oversaw the initial complaint).

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and JG maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Formal complaints procedure breakdown

- Complaints should be sent to your office contact at JG.

You can expect your complaint to be acknowledged within 24 hours of receipt. You should get a response and an explanation within 7-10 working days. If you are unsure which member of JG staff to write to, your complaint should be sent for the attention of 'JG Environmental LTD, Managing Director' at our office base or to our enquiries email. This information can be found on the contact page of our website.

- JG's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

It is our policy to investigate within 7-10 days (working) if the complaint concerns our workmanship. Either concerns regarding effectiveness of treatment or damage complaints fall into this category. In which case a senior management representative will carry out a scheduled site visit to investigate and advise on best method of rectification.

- In the rare case that you are dissatisfied with JG's response to the case and further reimbursement is requested the issue will be passed to our insurance company to investigate as a third party. JG will no longer be task owner of the case and pass all evidence and communications over to the insurance company's control. This includes and not limited to, letters, emails, phone recordings and anything that may aid the quicker and more accurate resolution of the case.