



## Complaints Policy

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At **Woodville Recycling Limited**, we are committed to providing excellent service. However, if something goes wrong, we encourage customers to share their concerns so we can resolve them promptly and improve our service.

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### How to Make a Complaint

Complaints can be submitted via:

- Phone.
- Email.
- In person.
- Contact form on our website.

Complaints must be submitted within 14 days of the issue arising.

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### Handling Complaints

Complaints will be investigated by our Customer Services team. We will acknowledge receipt of the complaint within 2 working days and aim to resolve it within 10 working days. If further time is required, we will communicate the reasons and keep the customer informed.

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### Escalation Process

If the complaint cannot be resolved by Customer Services, it will be escalated to Management for further investigation and resolution.

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### Confidentiality

We handle complaints confidentially. However, due to the nature of our business as a broker, some details may need to be shared with suppliers or third parties to fully investigate and resolve the issue.

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### Using Feedback for Improvement

All feedback, including complaints, is used to continuously improve our services. We may also use feedback from surveys or reviews to make necessary improvements.