

COMPLAINTS POLICY



Eco Sourcing Hub

REDUCE COSTS, EMISSIONS & RISKS



1. Overview

We welcome all feedback from our customers and although we hope that our customers won't have cause for complaint we do understand that at times you may wish to contact us to discuss concerns that you may have about our services.

This policy set out how you can contact us to make a complaint and how we will deal with any complaint you make.

2. Who we are and how you can contact us

Eco Sourcing Hub LTD a UK Limited company registered in England under company number **15247032** and will be called "Consultancy" in this Agreement.

Person responsible for handling complaints: **Director**

Address: **Flat 203 Park Court Ashton Lane, Sale, England, M33 6NE**

Email address: **info@ecosourcinghub.co.uk**

Phone number: **+44 300 131 1331**

3. When to contact us

4.1 A complaint can cover any element of the services that we provide and can also relate to:

- things that our staff have or haven't done;
- the level of service provided by us or any of our staff;
- the timing of delivery of the services that we have provided;

4.2 You may want to contact us for other reasons such as to ask for more information about the services that we provide and you can do so by email: **info@ecosourcinghub.co.uk**.

4. What information to provide in relation to a complaint

Please provide as much information as possible when making a complaint and in particular:

4.1 Your name, address, telephone number and email address together with details of the method that you would be preferred to be contacted by in discussing your complaint;

4.2 Details of the services that you are complaining about.

4.3 If your complaint relates to a particular member of our staff please provide the other information to help us identify them;

4.4 Any documentation that relates to your complaint such as invoices, receipts, contracts;
 4.5 Any further information in relation to your complaint and details of how you would like to see the complaint resolved; and

5. How we will handle your complaint

5.1 The process that we follow in handling complaints is set out in the table below:

| Person responsible | Action | Timescale |
|-------------------------|---|--|
| <i>Staff member</i> | Acknowledge receipt of complaint | 2 working days |
| <i>Staff member</i> | Internal investigation | 10 working days |
| <i>Staff member</i> | Contact customer for further information if required | During the internal investigation or within 5 working days afterwards |
| <i>Senior manager</i> | Contact customer to discuss outcome of the investigation, the proposed resolution and confirm in writing. | Within 3 working days of the completion of the investigation. |
| Customer | Contact us if you do not agree with the resolution to escalate/appeal. | Within 5 working days of the written confirmation of the outcome of the investigation above. |
| <i>Company Director</i> | Review complaint and contact customer to discuss further. | Within 5 working days of escalation of a customer complaint. |
| <i>Company Director</i> | Confirm outcome of the review and decision in relation to the complaint/actions to be taken in writing. | Within 5 working days of contacting customer. |

5.2 Please note that while we will endeavor to resolve your complaint within the timescales indicated above this might not be possible due to the nature or complexity of your complaint or where we are not able to contact you for further information for example. In these circumstances, we will keep you informed of the timescales we are working to.

6. Confidentiality and data protection.

6.1 We will ensure that all complaints are dealt with confidentially and information you provide will only be shared with individuals that we need to discuss your complaint with during the process outlined at 5 above .

6.2 If we would like to share details of your complaint for any other reason (such as staff training) we will ensure the details shared do not identify you.

6.3 Any personal data that we collect during handling your complaint will held in accordance with the relevant data protection legislation and our privacy policy which can be found on our website www.ecosourcinghub.co.uk.

7. Policy Updates

This policy was adopted on **11-2025**. Our **Director** has overall responsibility for this complaints policy and ensuring that it is regularly reviewed and updated if necessary.