

Envar Composting Client Promise



You can contact us by email: enquiries@envar.co.uk or by telephone on 01487 849840. Calls during weekday office hours will be answered promptly; we will respond the next working day to messages left out-of-hours.

We will give you contact details (including where appropriate a mobile phone number) of the Envar Composting person dealing with your current contract or your account. This person will:

- Maintain regular contact with you.
- Identify your needs and how Envar Composting can best meet these.
- Check that you are fully satisfied with all that we do for you.

Satisfying your requirement is paramount. We will always listen, take account of your views, and respond promptly to all your requests. Where there are good reasons why we cannot act on your request, we will explain, discuss and reach agreement. To avoid misunderstanding we will provide clear written details of what we agree to deliver. When changes are needed these will be discussed and documented.

Delivery standards are assured. We work to formally agreed contracts and project manage your work according to our ISO 9001 and ISO 14001 compliant quality and environmental management system. We use scientifically up-to-date and appropriate techniques, appropriately qualified, experienced personnel and, where applicable, well maintained and calibrated equipment, to deliver your work. Where unforeseen problems arise, we will notify clients promptly of the reasons and the consequences.

Confidential information will never be relayed by telephone or fax without prior agreement. All financial, technical or business information supplied to us will be treated in the strictest confidence for the duration of the work and where possible returned. Unless we have express permission no information traceable to a specific client will ever be released to a third party.

Reporting standards. Information and recommendations may be conveyed to clients either verbally, electronically or in writing, but verbal recommendations will always be confirmed in writing. All output will be checked before release, to ensure that it is technically sound and meets both Envar Composting and client requirements.

Monitoring client satisfaction. We will contact you formally at least once a year to ask you about the service we have delivered, and seek informal feedback when appropriate. We value this information to provide direction to the on-going improvement of performance.

Complaints. Whilst aiming for no complaints, Envar Composting recognises the need to resolve complaints promptly and view each as an opportunity for improvement. We will acknowledge receipt of a complaint within 2 working days, then promptly investigate with the aim of fully resolving complaints within one month of receipt.

We will endeavour to always deliver our promise.

A handwritten signature in black ink, appearing to read "AW", written over a light blue horizontal line.

Andy West
Head of Organics
Envar is part of FGS Organics

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