



Customer Service Charter

Who we are and what we do

Sweeptech Environmental Services is a progressive multifaceted waste management business that enjoys a diverse client base in both commercial and residential sectors across the South of England, including London.

- We offer over 40 years of waste expertise at management level across our wide spectrum of processes;
- We have a friendly and positive skilled workforce who are committed to delivering unprecedented client service through efficiency, reliability, integrity, best value and where possible innovation;
- We encourage proactive communication at all levels of client contact to ensure we maintain a proper understanding of their needs and objectives, present and future;
- We remain committed to working on the evolution of ground breaking waste management technology that ensures we continue to work with, and offer our clients, greater environmental efficiency;
- We offer the same level of service 24 hours a day 7 days a week.

Our aims

To provide high quality, environmentally efficient and cost effective services to all our customers.

To continually improve our services. We welcome, and regularly review, all customer feedback. This information is of critical importance to help us refine our operations to achieve delivery of best practice.

Our Service Code

We work hard at, and are committed to, internal training to ensure:

- our staff are well trained in all aspects of our services and their health and safety obligations;
- our staff are professional, responsible, courteous and efficient;
- helpful and relevant attention is provided at all times;
- a team of supervisors and managers is constantly monitoring our operations;
- decisions can be reached without undue delay.

Communications

We will endeavour to manage our communications so that:

- calls are answered as quickly as possible, including our 24 hour 7 day a week out of office emergency line;
- calls are distributed to appropriate employee without delay;



- an answer is sought and provided promptly in the event of information being unavailable immediately;
- we meet our aim to respond to all written enquiries within one working day.

Complaints

Despite best endeavours we would be fooling ourselves to think we always get it right. We therefore encourage dissatisfied clients to communicate their concerns to ensure the problem is properly addressed in addition to enabling us to learn from our mistakes.

We treat any written or spoken expression of dissatisfaction with the service provided by the company or a member of staff as a complaint. All complaints are treated seriously and we aim to resolve them informally whenever possible. Complaints of a complex nature are normally dealt with within 15 working days.

How to make a complaint?

You can complain in writing, by telephone or face to face. We ask you to:

- say what the problem is;
- say what outcome you are looking for;
- address your complaint to our General Manager, Liz Finch.

You may find it useful to jot down the points you want to make before calling, and record what was said, and the time and date.

Alternatively, simply write to:

Liz Finch, SweepTech Environmental Services Ltd, SweepTech Recycling Park, Unit 1 The Old Brickworks, Shoreham Road , Henfield, West Sussex BN5 9SE

Tel: 01273 491171

Fax: 01273 495901

email: Complaints@sweeptech.co.uk

You will need to give your full name and postal address. Phone and fax numbers, or an e-mail address can also speed things up.

A handwritten signature in blue ink, appearing to read 'Martin Smith', is written over a light blue circular stamp.

Martin Smith
Chief Executive

30th September 2015