



GREEN LEAF
REMEDICATION

Complaints Procedure

If you're not completely happy with our service we'd like to hear about it, that way we can put it right. We do everything we can to make sure our customers get the best products and the best service possible, however, sometimes we may not get things right first time.

We want to:

- Make it easy for you to tell us what went wrong
- Give your complaint the attention it deserves
- Resolve your complaint fairly and without delay
- Make sure you are satisfied with how your complaint was handled

How and where to complain

If you are not satisfied with any aspect of our/product service you can tell us about your complaint in the following ways:

- In writing: write to us at
Greenleaf Remediation
Llwynonn
Maesquarre Road
Ammanford
Carmarthenshire
SA18 2LF

Please address your letter to The Complaints Manager

-By Email at complaints@greenleafremediation.com.
Please title your email FAO The Complaints Manager

- By Telephone: 01269 591651 / 07531142316

How long will it take?

We will aim to resolve your complaint straight away but if we can't we will write to you within 14 business days to tell you:

- Why we have not resolved your complaint - Who is dealing with your complaint
- When we will contact you again

If we cannot reach an agreement with you

If we are unable to resolve your complaint within 28 days, we advise you to contact our industry trade body, namely The Property Care Association.

The Property Care Association
Hinchingsbrooke Business Park
Kingfisher Way,
11 Ramsay Ct,
Kingfisher Way,
Huntingdon
PE29 6FY