

## Complaints Procedure

### Introduction

Electrical Waste Recycling Group Limited T/A Waste Experts work hard to minimise the impact of its operations on the environment, our customers, suppliers and members of the public. The purpose of this procedure is to ensure that any complaints received internally or externally are dealt with promptly and correctly addressed or escalated as required.

### Scope

This procedure is for all complaints received by any personnel.

### Environmental Complaints

If a person raises a complaint this should be logged on form EMSFNMGP001 (Environmental Complaint Form) with all relevant details. This must be passed to the QSHE Manager in the first instance to review.

Full consideration will be given to the root cause of the problem and how this can be resolved. Where necessary Non-Conformance (CPSNCGP001) and corrective Action (CPSNCGP002) reports should be completed. Where necessary the regulatory authority (Environment Agency) should be informed via a Schedule 5 notification. As required other authorities (Water, HSE etc) should be informed.

Full details of the complainant will be taken, and progress of the complaint will be provided at regular intervals as appropriate to the level of the complaint. If relevant a time scale will be given to the customer for the completion and closure of the complaint.

### Logistic Complaints

Where complaints are received regarding one of our logistics fleet, full details must be taken on form EMSFNMGP008 and passed immediately to the nominated Transport Manager responsible for the O'License for the vehicle location. All vehicles are fitted with tracking devices and cameras to allow for a full investigation to take place. Full details of the complainant will be taken, and progress and outcome will be communicated. Where a driver is in breach of driving regulations, disciplinary action may be taken.

### Miscellaneous Complaints

Waste Experts may from time to time receive complaints from customers, suppliers and members of the public in relation to the operation of our business and related supply chain. All suppliers are required to sign our Code of Conduct. Waste Experts take all complaints seriously and will fully investigate and keep complainants updated. On receipt of a complaint, form EMSGNMGP007 should be completed and passed to the Managing Director for review. Once fully investigated, the complainant will be advised of the outcome. Where the complaint is in relation to one of Waste Experts supply partners, a full investigation will be instigated.

<b>Doc. ID:</b> EMSOPPGP002	<b>Date:</b> 2/1/2025	<b>Version:</b> 1.1
<b>Document Name:</b> Complaints Procedure		
<b>Author:</b> Jane Richardson	<b>Classification:</b> 1. Public	

### Responsibility

The ultimate responsibility for complaints received lies with the Managing Director, who will review all investigated complaints. Where a complaint is escalated to a regulatory authority, the Managing Director will be informed immediately.

A log of all complaints received will be reviewed regularly, and related procedures and policies will be updated as necessary to mitigate the risk of a repeat complaint.

### Protection of Complainants

In line with Waste Experts whistleblowing policy (CPSPLGP023), all complaints will be dealt with in the strictest confidence. Receipt of a complaint will not result in in adverse consequences for the complainant, whether internal or external.

### Version Control

Version	Date	Author	Status	Description of Change
1.0	13/1/2012	M Liversedge	Published	New Procedure
1.1	13/1/2020	J Richardson	Published	Reviewed and updated
1.2	2/1/2025	J Richardson	Published	Reviewed and updated
<b>Responsible Manager</b> Charlie Butler				
<b>Approved date:</b>		<b>Approved by:</b> Shaun Donaghey		
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