

IMS Controlled Document |

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 or grievances received internally or externally are dealt with promptly and correctly addressed or escalated as required.

Scope

This process is applicable to all employees, contractors, suppliers, customers, partners and other stakeholder that may be impacted by our operations. Waste experts will investigate any concern raised in the following areas

- Environmental
- Logistics
- Modern Slavery
- Unethical Behaviour
- Any other concern

This procedure applies to concerns raised either in person, by telephone, by email or via the complaints form available on our website <https://wasteexperts.co.uk/duty-of-care/>

Full details of the complainant will be taken, and progress of the resolution will be provided at regular intervals as detailed below

- Acknowledgement of receipt within 24 hours
- Outcome of investigations undertaken within 10 working days
- Details of any escalation to external authorities within 15 working days
- Closure of the complaint with details

Where possible a time scale will be given to the complainant for the completion of changes that are required to the business to prevent a reoccurrence of the issues.

All complaints received will be fully investigated and a resolution sought. If a complaint is deemed to be inaccurate, false or fabricated, or is being made maliciously, this will be escalated to the Managing Director, and where this has caused a detriment to our business or any of our personnel, this will be passed to the relevant authorities.

Environmental Complaints

Any complaint received must be logged by the recipient on form EMSFNMGP001 (Environmental Complaint Form) with all relevant details. This must be passed to the QSHE Manager 01484231600 or email compliance@wasteexperts.co.uk in the first instance.

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. If the concern has an immediate negative impact on the environment or is in breach in any way of the conditions within our Environmental Permit reference QP3034KA/v003, the regulatory authority (Environment Agency) will be informed via a Schedule 5 notification. As required other authorities (Water, HSE etc) will be informed.

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 01484231600 charlie@wasteexperts.co.uk responsible for the O'Licence for the vehicle location. All vehicles are fitted with tracking devices and cameras to allow for a full investigation to take place in line with the time scale set out. 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. Where necessary the DVSA will be informed of any material breach of our O'Licence conditions

Harassment or victimisation

Grievances raised about harassment or victimisation will be dealt with immediately by our Managing Director 01484231600 shaun@wasteexperts.co.uk Employees are protected by the Public Interest Disclosure Act (PIDA) 1998, but this does not protect certain other groups, there is currently no legislation in the UK that covers other stakeholders. Waste Experts takes issues of harassment or victimisation very seriously and has a zero tolerance of such behaviour.

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 01484231600 shaun@wasteexperts.co.uk 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 and dependent on the outcome improvements will be made, or the contract with the supplier will be terminated.

Responsibility

The ultimate responsibility for complaints received lies with the Head of each division,

- Head of Commercial – emma@wasteexperts.co.uk
- Head of Operations – Charlie@wasteexperts.co.uk
- Head of Producer Compliance – stewart@wasteexperts.co.uk
- Head of ESG & Sustainability – jane@wasteexperts.co.uk

who will review all investigated complaints. Where a complaint is escalated to a regulatory authority, the Managing Director shaun@wasteexperts.co.uk 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 adverse consequences for the complainant, whether internal or external.

Identities of any complainant will not be made public, only the management involved in the investigation will be aware of identities of those concerned. Complaints raised via the electronic form on the Waste Experts website are visible only to the Head of ESG & Sustainability and details will be passed to the most appropriate Departmental Head to investigate.

Version Control

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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
1.3	11/2/2025	J Richardson	Published	Updated for BCorp
Responsible Manager Charlie Butler				
Approved date: 13/1/25		Approved by: Shaun Donaghey		
This document is controlled, if changes to the document are required, please contact the document author. Reviews of the document to be recorded in the document review register. If printed this document is uncontrolled.				

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