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## Customer Complaints Procedure

### 1. General complaints

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner throughout
- To increase customer satisfaction
- To use complaints constructively in the planning and improvement of all services

### 2. Who can complain?

Anyone who is:

- Receiving a service from Grown in Britain Ltd
- Has been refused a service

### 3. How to complain

Grown in Britain Ltd would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact Grown in Britain Ltd and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint. Write down your complaint and send it to:

Dougal Driver - CEO  
Grown in Britain Ltd  
19 Common Road  
Hanham  
Bristol  
BS15 3LL  
Email: [dougal@growninbritain.org](mailto:dougal@growninbritain.org)

#### **4. What Happens Next?**

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. The person investigating the complaint may want to interview you.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

#### **5. Does this always happen?**

In all cases, a complaint will be given full and fair consideration. However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

#### **6. Can you have someone with you when your complaint is discussed?**

Yes, you can.

#### **7. Can you take your complaint elsewhere?**

Yes. You can contact Steve Cook, the chairman of the Grown in Britain board at:

**Willmott Dixon Construction Limited**

Willmott Dixon House  
80 Wilbury Way  
Hitchin  
Herts  
SG4 0TP

## Certificate Holder Complaints Procedure

Grown in Britain is a 'not for profit company limited by guarantee' which runs a certification scheme for forest owners and chain of custody timber chains.

Grown in Britain makes this data available via its online website at [www.growninbritain.org](http://www.growninbritain.org)

This procedure applies to you if you have a complaint regarding the operation of the Grown in Britain certification scheme.

### 1. Dealing with a complaint - Our commitment to our customers

Our aim is to ensure that:

- Anyone who is dissatisfied with the service is able to make a complaint in a simple, uncomplicated way
- Your complaint is investigated promptly and accurately
- Complaints are monitored and used to review and improve the service provided by Grown in Britain

### 2. How to make a complaint

To enable us to understand your complaint fully, you should either:

- Email: [enquiries@growninbritain.org](mailto:enquiries@growninbritain.org)
- Write to: 19 Common Road, Hanham, Bristol, BS15 3LL

### 3. What happens next?

Your complaint will be reviewed by our Certification Manager and you will either:

- Receive a full response within 5 days
- Or (depending on the nature and severity of the complaint), receive an acknowledgement within 5 days pending a full response in 14 days

### 4. Right to appeal

If you are not satisfied with the response that you receive, you will need to follow the appeals procedure as documented in the Grown in Britain certificate holder terms and conditions.

## **5. General feedback**

We are always pleased to receive general feedback on our products and service. This can be done at any time using one of the channels identified on our website [www.growninbritain.org](http://www.growninbritain.org) and following the Contact Us link.

## **6. Abuse of Grown in Britain staff**

Grown in Britain staff are fully trained in their duties and are sensitive to the serious consequences of the data held on the registers.

In answering queries or complaints no member of staff is expected to tolerate abusive language or threatening behaviour. Faced with such behaviour, our staff are trained to provide one cautionary warning before terminating the call or correspondence.

In extreme cases contact may be terminated without warning.