



PriorityWaste[®]

Your waste is our priority

PRIORITY WASTE – COMPLAINTS POLICY

Version: 3.0

Issued: 28/10/25

Next Review: 28/10/26

Approved By: Gary Cronnolley – Managing Director

1. Purpose

The purpose of this Complaints Policy is to ensure that all customer complaints are handled promptly, fairly and consistently, and that Priority Waste learns from feedback to improve service quality, communication, and operational performance.

This policy applies to all employees, contractors and representatives acting on behalf of Priority Waste Limited.

2. Definitions

For the purposes of this policy:

Complaint

Any expression of dissatisfaction relating to Priority Waste's services, customer service, communication, invoicing, operational activities, employees, agents or subcontractors.

Complaint Handler (Level One)

An employee working at Customer Services level responsible for receiving, logging and investigating initial complaints.

Appeal

A customer request to escalate a Complaint from Level One to Level Two if they are dissatisfied with the initial outcome.

Appeal Handler (Level Two)

A senior team member or Manager responsible for reviewing Level One outcomes and carrying out a second-stage investigation.

Complaint Reference

A unique identifier assigned to every complaint for tracking and audit purposes.

Business Day

Any day between Monday and Friday, 09:00–17:00 (excluding bank holidays).

3. Scope

This policy covers:

- Complaints about the delivery of waste management services
- Complaints regarding communication or customer service
- Complaints regarding Priority Waste employees, drivers, subcontractors or agents
- Complaints about delays, invoicing issues or booking problems

This policy does not cover:

- General enquiries or questions
- Requests for updates, quotations or documentation
- Issues arising from services not pre-booked or incorrectly booked
- Contractual disputes requiring legal review
- Formal data disclosure requests

4. Making a Complaint

Customers may submit complaints in the following ways:

- Email: admin@prioritywaste.co.uk (Customer Services Manager)
- Telephone: 0800 078 9580 (Option 2)
- Post: Customer Services Manager, Priority Waste Limited, Rejel House, Murdock Road, Manton Industrial Estate, Bedford, MK41 7PE

Customers must provide as much detail as possible, including:

- Name and contact details
- Site address and/or company name
- Related job numbers, consignment notes or invoice numbers
- Names of any staff, drivers or subcontractors involved
- A clear description of the issue
- Any supporting documents or evidence
- The desired outcome (where applicable)

5. Complaints Process

5.1 Level One – Initial Handling

- Complaints are logged in the CRM system and acknowledged within 7 Business Days.
- A Complaint Reference is issued.
- A Complaint Handler investigates the matter and may request additional information.
- If the complaint relates to a member of staff, that individual will be informed and given the opportunity to respond.
- Direct contact between the complainant and the staff member concerned is not permitted during the investigation.
- Priority Waste aims to resolve Level One complaints within 7 Business Days.

At the conclusion of Level One, customers will receive:

- A summary of the investigation
- Findings and evidence considered
- Any corrective action taken
- Information on the right to escalate to Level Two

5.2 Level Two – Appeal

If the customer is not satisfied with the Level One outcome, they may request an Appeal within 14 Business Days.

- Appeals are reviewed by an Appeal Handler at Manager level.
- Receipt is acknowledged within 7 Business Days.
- A fresh investigation is completed, which may include interviewing staff, reviewing documentation, or obtaining additional statements.
- Priority Waste aims to resolve Level Two complaints within 30 Business Days.

At the conclusion of Level Two:

- A final written decision is issued
 - Findings and corrective actions are explained in full
 - The decision is final within Priority Waste's internal process
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5.3 External Escalation

If legal or regulatory issues arise, matters may be escalated to the relevant authority, such as:

- The Environment Agency
- Local Authority regulators
- Trading Standards
- The Information Commissioner's Office (for data-related matters)

External escalation may only occur where legally appropriate.

6. Confidentiality and Data Protection

- All complaints are handled confidentially.
 - Information is shared only with employees who require it for the purpose of investigation.
 - Complaint information may be used (anonymously) for internal training and service improvement if the customer gives consent.
 - All personal data is processed in accordance with UK GDPR and the Data Protection Act 2018.
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7. Learning & Continuous Improvement

Priority Waste is committed to identifying root causes of complaints and implementing corrective actions, which may include:

- Procedural changes
- Staff training
- System updates
- Supplier performance reviews
- Policy amendments

Complaint trends are periodically reviewed by Senior Management.

8. Policy Responsibility & Review

- Overall responsibility for this policy lies with the Managing Director.
- This policy will be reviewed annually, or sooner if legislation or business needs change.
- This version (3.0) replaces all previous versions.

9. Acknowledgement

All employees must read and understand this policy and follow the PPE requirements at all times.

Signed:



Gary Cronnolley
Compliance & Sales Director
Priority Waste Limited

Date: 28th October 2025