

COMPLAINTS PROCEDURE

Complaints should be sent to: info@rgcuk.com

Scope A complaint may be received from a client; an organisation; a certified operator or an individual about the services performed by the Company or about an employee's actions or approach to a project or client activity or about a certified operator who is not meeting a required Standard or an organisation suspected of claiming that they are meeting a Standard.

Responsibilities All employees are responsible for recording complaints from clients; an organisation; a certified operator or an individual. The Managing Director of the Company, in consultation with the Compliance Manager, is responsible for determining any remedial action that is required, which may include directing the complainant (or passing the information on) to another relevant Organisation.

Procedure If a complaint is received a Complaints Form shall be completed and this complaints procedure (307) followed. Complaints Forms are individualised depending on the Standard being audited or other Company service:

- 407.05 Complaints Form – WEEELABEX
- 407.06 Complaints Form – other Company Service

The details of a complaint made in reference to WEEELABEX may be reported to the relevant Scheme Administrator - for example the complaint concerns the miss-use of the WEEELABEX trademarks.

If a complaint is received about the WEEELABEX services performed by the Company or the manner in which the work is carried out, the complainant shall also be directed to contact the WEEELABEX Organisation. If notice of an Appeal is received from the WEEELABEX Organisation about the WEEELABEX services performed by the Company or the manner in which the work is carried out, the Complaints Form (407.05) shall be completed and the requirements of the WEEELABEX Organisation relating to their appeals process shall be followed.

1. Once resolved / closed, all complaints are stored in the completed complaint electronic file, under the record number and complainant's name listed on the complaints form.
2. Where details of a complaint have to be passed to the WEEELABEX Scheme Administrator, the Compliance Manager shall be responsible for ensuring that all confidential information (including the name and address of the complainant) shall be redacted.
3. The Company is not responsible for the receipt or investigation of any WEEELABEX Appeal as this is the sole responsibility of the WEEELABEX Organisation. The Company shall however cooperate with the WEEELABEX Organisation to assist with any investigation or to action any corrections identified in its' procedures.
4. The Compliance Manager will record the details of all complaints (and appeals) and the date of any outcomes and / or completed corrective actions in the Complaints Register. (REG03). An impartiality committee made up of industry stakeholders may be implemented to provide further external reviews. The complainant will be notified of the members if this is the case.

Receive Complaint

