



# Koru Ecology Associates

## Complaints Policy

### Our Policy

Koru Ecology Associates strives to deliver excellent services to our clients and other stakeholders. In the unfortunate event that you feel we have not met this standard we encourage you to let us know so that we can resolve the matter satisfactorily and can look to improve the ways in which we conduct our business.

### Our Procedure

If you have a complaint the first step is to raise it informally with our Lead Ecologist Diana Clark, either verbally or in writing, so that she can resolve it. We would encourage you to raise the matter with her as soon as possible so that she can address your concerns before matters get worse. In practice, most complaints can be resolved in this way.

If this does not resolve the matter satisfactorily, we would ask that you make a formal complaint in writing, via email or letter, so that there can be no misunderstanding about the nature of your concerns.

Once we receive your complaint we will take the following steps:

- 1) We will acknowledge your complaint within 5 working days of its receipt.
- 2) We will look into your complaint, requesting further information if necessary.
- 3) Within 10 working days of your acknowledgement we will write to you to confirm the outcome of your complaint, including any action we propose to take as a result of the inquiry. If we are unable to meet this timescale we will notify you, explaining why, and setting a deadline by which you will hear from us again.

We hope that we are able to resolve your complaint satisfactorily but accept that sometimes this is not possible. Diana Clark is a full member of the Chartered Institute of Ecology and Environmental Management (CIEEM) so if your complaint relates to technical competence, you also have recourse to CIEEM's professional conduct inquiry procedures (see <https://cieem.net/resource/professional-conduct-inquiry-procedures/>). However, if your complaint relates to our business services, invoicing and charges you should contact the Citizen's Advice Consumer Service UK.