

Business Waste Complaints Procedure

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

Your first Point of call to make a complaint is Emily Goudge the Business Waste Customer Service Team Leader. Please make your complaint in writing to emily.goudge@businesswaste.co.uk

1. We will then investigate your complaint. This will normally involve passing your complaint to other relevant management who will review your matter and speak to the member of staff who acted for you.
2. Emily will reply to your complaint within 7 days with a resolution if applicable, Emily may contact the client to discuss the complaint to gain a full understanding of the situation.
3. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Fergus Ward the Customer Service Assistant Manager, to review the complaint.
4. Fergus Ward will contact the client via phone or email to gain an understanding of the issues raised in your original email and why the client feels the complaint has not been dealt with sufficiently. A decision will then be made on the outcome of the complaint within 7 days of the contact with the Customer Service Manager.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Danielle McAlpine, Our Head of Customer Experience, to review the complaint.
6. Danielle McAlpine will contact the client via phone or email to gain an understanding of the issues raised in your original email and why the client feels the complaint has not been dealt with sufficiently. A decision will then be made on the outcome of the complaint within 7 days of the contact with the Head of Customer Experience.
7. If you are still not satisfied, you can then contact the Legal Ombudsman about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk