



Complaints Procedure

QED strives to provide A+ Customer Service to every customer, every time. In the event that we fall short of this, we will make every effort possible to assist our customers and resolve any issue(s).

We define a complaint as “an expression of dissatisfaction about our organisation; our staff; our partners; our contracted service providers or anyone else acting on our behalf.” A complaint can be received verbally, by phone, by email or in writing.

Upon receipt by the means identified, one of our team will record the complaint in our Quality Management System (QMS), which then notifies a section of our Senior Management Team for review.

Our aim is to keep our customers informed of the progress of the complaint management throughout, until its conclusion and review. Our Customer Service Manager (or alternative in their absence) will ensure that contact has been made with the you within 24 hours, including following up via email if attempts to contact you by phone are unsuccessful (or where time/language barriers may prevent this).

It is our intention to resolve the concern either at, or shortly following this initial contact. Sometimes, issues are more complex and may take longer to resolve. If an issue takes longer, we will, wherever practicable, aim to provide an interim solution ahead of a permanent one.

Our QMS will drive the complaint management process and each one must record our initial contact, corrective action(s), root cause analysis and a preventative action to ensure that there is no repeat issue(s) in future.

Once we are confident that we have resolved the issue, we will follow up with you to ensure this is confirmed before closing out the issue within our QMS.

We take any complaints extremely seriously and our Managing Director has sight of any that are raised to ensure the right priority and urgency is allocated to achieve an efficient and effective resolution.

If you have any concerns or you wish to discuss the procedure outlined above, please contact us via E-Mail at service@qedenv.co.uk or by calling us on +44 (0) 333 800 0088.