

Ecoganix Client Promise

Our Promise to You

You can contact us by e-mail: info@ecoganix.co.uk or by telephone on: **01937 587818**. Calls during weekday office hours (8.30 to 17:00) will be answered promptly, we will respond the next working day to messages left out-of hours. Where a call or e-mail is made to a direct day to day contact (i.e. a designated Contract or Account Manager) you may receive a text, e-mail, or call out-of-hours where we deem this suitable and appropriate to do so.

We will give you contact details (including where appropriate a mobile phone number) of the Ecoganix person dealing with your current contract or account. This person will:

- Maintain regular contact with you.
- Identify your needs and how Ecoganix can best meet these.
- Check that you are fully satisfied with all that we do for you.

Satisfying you requirement is paramount. We will always listen, take account of your views and respond promptly to all of your requests. Where there are good reasons why we cannot act on your request, we will explain, discuss and reach agreement. To avoid misunderstanding we will provide clear written details of what we agree to deliver. When changes are needed these will be discussed and documented.

Delivery standards are assured. We work to formally agreed contracts and project manage your work according to our ISO 9001 and ISO 14001 certified management system. We use scientifically up to date and appropriate techniques, appropriately qualified/experienced personnel and where applicable, well maintained and calibrated equipment to deliver your work. Where unforeseen problems arise, we notify clients promptly of the reasons and the consequences.

Confidential Information will never be relayed by telephone, e-mail, text or fax without prior agreement. All financial, technical or business information supplied to us will be treated in the strictest confidence for the duration of the work and where possible returned. Unless we have express permission no information traceable to a specific client will ever be released to a third party.

Reporting standards. Information and recommendations may be conveyed to clients verbally, electronically or in writing, but verbal recommendations will always be confirmed in writing. All outputs will be checked before release, to ensure that content is technically sound and meets both Ecoganix and client requirements.

Monitoring client satisfaction. We will contact you formally at least once a year to ask you about the service we have delivered and seek informal feedback when appropriate. We value this information to provide direction to the on-going improvement of performance.

Complaints. Whilst aiming for no complaints, Ecoganix recognises the need to resolve complaints promptly and view each as an opportunity for improvement. We will acknowledge, and promptly investigate, written complaints within 48 hours of receipt and our aim is to fully resolve complaints within one month of receipt.

Ecoganix will endeavour to always deliver our promise



Arthur Ready
Managing Director
Ecoganix Limited