

Customer Complaints Policy

Our Aim:

At Cross Cut Shredding Ltd we strive for professionalism, time efficiency and above all else customer security and satisfaction. We encourage our customers to contact us with any concerns or problems so we can quickly and efficiently take the necessary steps to resolve them. As with all businesses, things can go wrong from time to time but with your feedback and our own rectifiable measures put in place, we can reduce the chance of any problems in the future.

Our Commitment To You:

- Provide a clear process of how to raise a complaint
- Treat all complaints seriously and as an expression of dissatisfaction that requires investigation and resolution.
- Acknowledge a formal complaint received within 24 working hours via email and a time scale given for an outcome
- To provide a full response and resolution where possible within 5 working days.
- Provide a detailed response including any investigations that have taken place and resolutions if applicable
- Monitor and frequently review any complaints to improve our services

Confidentiality Assurance:

At Cross Cut Shredding Ltd, we understand the sensitive nature of the concerns you may bring to our attention. Rest assured that your privacy and the confidentiality of your complaints are of paramount importance to us. All information shared during the complaint resolution process will be handled with the utmost discretion. Our team is committed to maintaining the confidentiality of your personal and business-related

details, ensuring that only authorised personnel involved in the investigation and resolution of your complaint have access to the information. Your trust in our confidentiality measures is fundamental to our commitment to providing a secure and customer-focused resolution process.

You Can Raise A Formal Complaint Through The Following Methods:

By Email - info@crosscutshredding.co.uk

By Phone - 03333 701 700

By Post - FAO: Customer Complaints Manager
Units 1-2 Oxford Road, 15 Oxford Road
Pen Mill Trading Estate, Yeovil
BA21 5HR

By Webform - www.crosscutshredding.co.uk/contact

Our offices are open Monday - Friday 08:30- 17:00
(excluding bank holidays and Christmas week).



Daniel Simmons
Managing Director

Last Review Date: January 2024
Next Review Date: January 2025