

## novus environmental customer service charter

"this charter sets out our commitment to you and the best possible standards of customer care that we aim to provide"

### service

Our commitment is to:

- be honest and professional giving your needs priority at all times
- understand your perspective on all matters and to view these items with a sense of empathy
- answer incoming telephone calls promptly
- respond to all enquiries received by fax, email or mail within one working day, however, if your enquiry requires additional time we will provide you with a timeframe in which we will respond
- collect the waste on a date and at a time agreed with you
- deliver all consumables on the next available collection date
- agree a suitable date and time for direct deliveries to our site with you

### support

We will provide you with a personal Account Manager

We aim to resolve any service failure within 24-72 hours

We have a full complaints procedure in place, should you need to make a complaint about the service you received. A copy of our complaints procedure is available upon request

### legislation and the environment

Our aim is to meet and exceed the current legal requirements on Environmental issues, applying both 'Due Diligence' and 'Duty of Care'

We will keep you informed of any updates on current legislation

**novus environmental** is a BS EN ISO 9001 accredited company

### how can you help us?

You can help us by:

- giving us all the information we need to help you
- letting us know if you have any special needs
- telling us how we can improve our services
- asking us to explain anything you are unclear about

### our values

The company is committed to fostering a culture based on integrity, empathy and teamwork

### contact us

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**novus environmental** is a trading name of Vetspeed Ltd.

