

## Customer Service Policy

Acorn Waste Management is committed to the provision of timely, efficient, consistent, and quality services provided by polite and helpful Customer Service Executives that meet our customer's expectations.

Acorn Waste Management places great emphasis on the efficient handling of enquiries. Our aim at all times is to provide a quality service.

To achieve this, customers are encouraged to submit as much specific information as is possible and from Acorn Waste Management's perspective to work towards increasing customer satisfaction and continuously improve our services by responding to customer enquiries as efficiently and effectively as possible.

### OUR SERVICE STANDARDS

What you can expect from Acorn Waste Management staff and services:

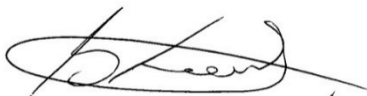
- Professional and informative approach
- Courteous, polite and friendly manner
- Efficient execution of tasks
- Commitment to listening and responding to your needs.
- Referral of requests to the appropriate person if unable to fulfil your requirements.
- All information will be treated with the highest level of confidentiality.
- Acknowledgement and respect for customers' time.

When a customer telephones Acorn Waste Management, staff will answer the telephone promptly, courteously and deal with an enquiry directly without unnecessary referrals or transfers. If staff cannot deal with the enquiry immediately, they will ensure a call back with the solution within 2 hours.

Our expectation of the customer is to work with us to ensure we provide a proficient service. Acorn Waste Management asks customers:

- to treat staff with respect and in a civil and courteous manner
- for patience and understanding
- to provide information that is clear, concise and complete

Signed



Bridget Ferrington  
Managing Director  
4<sup>th</sup> January 2024