

# Windsor Integrated Services Group (WISG)

## 1.0. Customer Charter

At WISG we believe our responsibilities extend beyond our primary goals as a business.

We are committed to raising professional standards and adding value wherever possible – throughout the waste management cycle, on a broader level, to the environment and wider society as a whole.

Our Customer Charter sits at the centre of our commitment to a first-class customer service. We focus on what we should be doing best - helping you manage your waste more efficiently and in line with relevant legislation.

Whether you're discussing a potential contract with us or speaking to someone from our Customer Services Team, you'll be speaking to a real person, with a genuine desire to assist your specific requirements. We're here to help and are committed to improving our customer service and care.

Occasionally, we recognise there are circumstances whereby our service level has not met the usual high standard set by the company, in this instance we are committed to listening to your concerns and resolving any issue as swiftly as possible.

### Our Vision

*To be the market leading group known for its forward thinking and innovation.*

*Achieved through an unrivalled level of customer care and maintained by a high performing and committed team*

Stemming from this Vision are our **Core Values**, providing the foundations of everything we do:

#### ❖ Customer focus

- Placing the customer at the heart of everything we do

#### ❖ Commitment

- We give our full commitment, once we have agreed to do something, we will aim to deliver what we promise

#### ❖ Highest Service Level

- We operate to the highest service levels, delivering a cut above the competition

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### ❖ Integrity

- We conduct ourselves with integrity, looking for the correct solution for you and not the one that suits us

### ❖ Professionalism

- We deliver with professionalism, employing highly trained and knowledgeable specialists

### ❖ Passion

- We have true passion, bringing energy, enthusiasm and drive to all we do.

## Customer Complaints Policy and Procedure

If for whatever reason you believe we have not delivered a level of service that meets your expectation and/or you believe we could make improvements, we would like to hear from you.

You are welcome to contact us by phone, email, in person or via post.

In the first instance please contact us on;

**01708 559966 for Windsor Waste, Hazibag and ARI**

**0844 846 2000 for WCRS.**

**Offices are open** Mon-Fri 8am to 5pm. Each member of our team is empowered to deal with your complaint as your first point of contact. If we cannot resolve the matter immediately we will escalate your complaint to the relevant Manager where applicable.

We will aim to review all complaints thoroughly and fairly and wherever possible resolved to your satisfaction on the same day the issue was raised.

## Our Principles of handling complaints

1. Getting it right
  - a. We will ensure our staff are equipped and empowered to act decisively to resolve complaints
2. Customer Focus
  - a. We will take on board and understand the complaint and outcome you are seeking
3. Accountability
  - a. We will provide honest, evidence based explanations and provide reasons for our decisions
4. Acting with fairness

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Registered Address: Unit 29 Childerditch Industrial Estate, Childerditch Hall Drive, Little Warley, Brentwood, Essex CM13 3HD | Company No: 05866891

- a. We will ensure that our decisions are proportionate, appropriate and fair
- 5. Putting things right
  - a. We will acknowledge errors and apologise accordingly
- 6. Continuous Improvement
  - a. Having process and procedure in place to record, analyse and report on the learning from complaints

### **Contacting Us:**

If you have any questions about our service, enquiries about status of deliveries or collections, invoicing or any other order related issues please contact our Customer Service Team using the contact details below:

#### **Windsor Waste Management – Asbestos and other waste disposal**

Unit 29 Childerditch Industrial Estate, Childerditch Hall Drive, Little Warley, Brentwood, Essex, CM13 3HD

Email: [enquiries@winwaste.com](mailto:enquiries@winwaste.com)

Telephone: 01708 559966

Opening Hours: Monday to Friday 8am to 5pm.

#### **Hazibag – Hazardous waste disposal**

Unit 29 Childerditch Industrial Estate, Childerditch Hall Drive, Little Warley, Brentwood, Essex, CM13 3HD

Email: [enquiries@hazibaguk.com](mailto:enquiries@hazibaguk.com)

Telephone: 01708 559966

Opening Hours: Monday to Friday 8am to 5pm.

#### **Waste Cost Reduction Services (WCRS) – Commercial waste & recycling**

Unit 29 Childerditch Industrial Estate, Childerditch Hall Drive, Little Warley, Brentwood, Essex, CM13 3HD

Email: [enquiries@wcrsltd.co.uk](mailto:enquiries@wcrsltd.co.uk)

Telephone: 0844 846 2000

Opening Hours: Monday to Friday 9am to 5pm.

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**ARI – Asbestos recycling**

Unit 29 Childerditch Industrial Estate, Childerditch Hall Drive, Little Warley, Brentwood, Essex, CM13 3HD

Email: [info@ariglobaltech.com](mailto:info@ariglobaltech.com)

Telephone: 01708 559966

Opening Hours: Monday to Friday 8am to 5pm.

**Emergency Out of Hours – 01708 559966 (manned 24 hours)**

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