



# greenwillows associates ltd

Green Willows Farm, First Turf Fen Drove, Warboys, Cambs PE28 2TZ  
Tel: 01487 823198 / 01487 801638 Email: [info@greenwillowsassociates.co.uk](mailto:info@greenwillowsassociates.co.uk)  
[www.greenwillowsassociates.co.uk](http://www.greenwillowsassociates.co.uk)

Ecological Surveys • Habitat Management • Arboricultural Surveys • Vegetation Clearance

## Complaints Policy

### Our Policy

Greenwillows Associates Ltd strives to deliver excellent services to our clients and other stakeholders. In the unfortunate event that you feel we have not met this standard we encourage you to let us know so that we can resolve the matter satisfactorily and can look to improve the ways in which we conduct our business.

### Our Procedure

If you have a complaint the first step is to raise it informally with your main contact, either verbally or in writing, so that they can resolve it. We would encourage you to raise the matter with them as soon as possible so that they can address your concerns before matters get worse. In practice, most complaints can be resolved in this way.

If this does not resolve the matter satisfactorily, we would ask that you make a formal complaint in writing, via email or letter, so that there can be no misunderstanding about the nature of your concerns. The letter/email should be addressed to the Director(s) of the company.

We will acknowledge receipt of your complaint within five working days and inform you who will be handling your complaint.

Your named contact will investigate your complaint and may request further information from you if necessary.

Within ten working days of acknowledging your complaint, we will write to you to confirm either the outcome of our investigation or, if the investigation is still ongoing, provide you with an update on its progress. We will also outline any actions we propose to take as a result of our investigation. If we are unable to meet this timescale, we will inform you of the reason for the delay and provide a revised date by which you can expect a further update or our final response.

We aim to investigate, resolve, and close all complaints within one month of receipt. If this is not possible, we will keep you informed of the progress of our investigation and provide an estimated timescale for resolution. We hope that we are able to resolve your complaint satisfactorily but accept that sometimes this is not possible. All relevant staff are members of



## greenwillows associates ltd

Green Willows Farm, First Turf Fen Drove, Warboys, Cambs PE28 2TZ  
Tel: 01487 823198 / 01487 801638 Email: [info@greenwillowsassociates.co.uk](mailto:info@greenwillowsassociates.co.uk)  
[www.greenwillowsassociates.co.uk](http://www.greenwillowsassociates.co.uk)

Ecological Surveys • Habitat Management • Arboricultural Surveys • Vegetation Clearance

the Chartered Institute of Ecology and Environmental Management (CIEEM). Should your complaint concern the professional or technical competence of one or more of our staff, you have the option to refer the matter to CIEEM in accordance with its Professional Conduct Inquiry Procedures. However, if your complaint relates to our business services, invoicing and charges you should contact the Citizen's Advice Consumer Service (UK) or the Competition and Consumer Protection Commission (COPC).

Steve Parnwell

CEO, Director and Principal Ecologist

25<sup>th</sup> June 2026