

COMPANY POLICY

Complaints Policy

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Review cycle: Annual

1. Our commitment

We aim to get things right first time — but when something falls short, we want to hear about it, fix it and learn from it. This policy explains how to raise a complaint with Ignis Circular Ltd and what you can expect from us, whether you are a customer, a neighbour of the Canford Recycling Centre or any other member of the community.

2. How to complain

- By email: sioned@igniscircular.co.uk — please include “Complaint” in the subject line.
- By phone: 01202 030069 during office hours.
- In writing: Ignis Circular Ltd, Canford Recycling Centre, Arena Way, Wimborne, BH21 3BW.
- Please tell us what happened, when, and how you would like it put right. For site-related concerns such as odour, noise, dust or litter, an approximate time and location helps us investigate quickly.

3. What we will do

- Acknowledge your complaint within two working days of receipt.
- Investigate and provide a full response within ten working days; if we need longer, we will explain why and keep you updated.
- Log every complaint, including community and amenity issues, which are also recorded and investigated in line with our Environmental Permit management system.
- Escalate unresolved complaints to the Director for review.

4. If you remain dissatisfied

If you are not satisfied with our final response, you may refer permit-related environmental concerns to the Environment Agency (incident hotline 0800 80 70 60). Consumers may also seek independent advice from Citizens Advice. Complaint trends are reviewed annually by the Director and feed directly into staff training and process improvement.

Stephen Iddon

Stephen Iddon
Director, Ignis Circular Ltd

Signed: 1 July 2026

Reviewed: Annually