



**GoGreen®**  
Think green, Be green



# Go Green Customer Service Charter

Nationwide Sustainable Waste Management & Recycling Solutions



## CUSTOMER SERVICE CHARTER

Go Green are proud and committed to provide the highest level of service and support to our customers. We are passionate about what we do and the service we deliver; we will continually strive to improve our people, policies and processes.

Strong relationships are the foundation of our success. At every level of our business, we establish partnerships based on respect, trust and integrity.

The customer service charter defines how we will achieve the standard of service that you can rely upon when dealing with ourselves.





## PROFESSIONAL

Our aim is to keep our customers and partners up to date with regular communications that are polite, courteous & considerate to all. Wherever possible we will use easy to understand language when providing accurate information, advice and guidance that fulfils your expectations. Our staff are motivated, friendly, well trained, knowledgeable and will deal with your requirements with respect and dignity.



## INNOVATIVE

We strive for excellence in everything we do. We are committed to applying our expertise, innovation and intelligence to develop new waste management solutions. Our continual improvements anticipate and exceed our customers and partners expectations. We also pride ourselves on our social value commitment, pushing ourselves to be innovative to improve communities for a more sustainable environment.



## VALUE FOR MONEY

Building excellent relationships with our supply chain is significant to guaranteeing the best possible prices with priority service to an exceptional standard. We will continue to monitor and measure our performance, ensuring all employees are highly trained and engaged. We understand one size does not fit all, therefore we treat each customer as individuals to meet their bespoke requirements.



## EMPATHETIC & CONSIDERATE

Having patience, understanding and putting ourselves in your position ensures we can provide the best possible service by working together to achieve a common goal. We aim to get things right the first time but if things do go wrong, we will react promptly to resolve this but also learn from our mistakes.



## ACCESSIBILITY

We aim to provide our clients and partners with as much access as they need to our personnel including account managers, senior staff and directors. We also endeavour to make accessing your data as easy as possible. We take the time to understand your needs, provide assistance and listen to your ideas.



## ATTENTIVE

We pride ourselves on responding to enquiries in an efficient and timely manner. Under normal circumstances all calls will be answered within 10 seconds and email responses will be prompt, but within a maximum of 24 hours depending on their urgency. Each customer is assigned a dedicated account manager who can proactively support and guide customers in best practices whilst ensuring compliance with all legislative requirements.



## CONFIDENTIAL

We take all reasonable precautions to protect the information you give us. All employees are appropriately trained to ensure we handle information sensitively and confidentially. Only relevant information will be asked for and we will not disclose your information to other parties unless you give us permission to do so (or are required by law).

## STANDARDS, ACCREDITATIONS & CERTIFICATES

Go Green have a number of certifications including ISO 9001 & ISO 14001. Our fully integrated management system allows us to support our customers to ensure the service we provide is of the highest standard and demonstrates our efficient and professional service throughout the UK.



## COMPLAINTS & FEEDBACK

Go Green are continually looking for ways to improve the service we offer and for this reason, we greatly value your feedback.

While we are committed to deliver the service you expect, if you are unhappy with our service, we want to fix it. When things haven't gone to plan, resolving your issue is our priority. In this case, please contact us to either discuss the issue or make a formal complaint in writing. We aim to resolve and respond to any complaints within 10 working days in line with our Complaints procedure.

We promise to act on and resolve any feedback whether a complaint or a positive compliment as promptly as possible. Investigations are completed fairly and impartially with the intention to learn from any feedback. We will also acknowledge any employees or partners success when you tell us they have done well.



## CONTACT US

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