

Shred-it Customer Complaints Policy

Our Aim:

At Shred-it we aim to provide a high level of service to all our customers. We are committed to listening to our customers to understand any concerns and take the necessary course of action to resolve them. We accept that things can go wrong on occasion and this provides us with the opportunity to work with you to improve our overall service offering.

We endeavour to ensure that:

- We provide a clear policy on how to raise a complaint.
- We treat a complaint as a clear expression of dissatisfaction with our service that requires an immediate response.
- We acknowledge a formal complaint in writing within 24 hours of receipt.
- We provide a resolution to any complaint within the agreed timeframe. In cases where this may not be possible, we will provide revised timescales with a detailed explanation.
- We will analyse data from our customer complaints to take corrective action where possible and improve our internal processes.

Formal complaints should be made to the Customer Service Team

Via email: shreditukcustomercomplaints@stericycle.com

Via phone: 0800 028 1164

Via post: Shred-it Customer Service Department
177 Cross Street,
Sale, Manchester
M33 7JQ

If you contact us with a complaint, we will endeavour to resolve it immediately. If this is not possible, we will confirm the necessary course of action with you. Your complaint will be acknowledged within 24 hours and a timescale provided for a resolution, dependent on the process to be followed.

Shred-it[®] is a Stericycle solution.

Corner House • 177 Cross Street • Sale • Manchester • M33 7JQ
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