



POWERING THE FUTURE WITH WASTE FROM THE PAST

Customer Complaint Procedure

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Introduction

Waste4ME strives for a service that meets the expectation of Waste4ME customers. Every employee at Waste4ME does his/her job as accurately as possible and with the best possible effort.

Although we make effort to prevent them, human mistakes may occur also at Waste4ME, and our customers may not be entirely satisfied with their contact with Waste4ME. They may have suggestions to improve our products and services. Enabling our customers to communicate their ideas is important to us. Of course, we are equally open to positive experiences, ideas, and compliments.

Customer complaint policy summary: The way we handle customer dissatisfaction gives us the opportunity to correct a complaint, or the customer's perception of a complaint, on our part. As a result, effective complaint handling is essential to the protection of our reputation and customer experience. It is also an opportunity to demonstrate that we treat our customers fairly.

This document describes our complaint handling procedure. This procedure ensures that complaints are handled and addressed responsibly. Equally, it allows Waste4ME to gain insight into the points of dissatisfaction and therefore, to improve Waste4ME's business quality by resolving them.

Purpose and Scope

The purpose of this customer complaint procedure is to define the methods for resolving and documenting customer complaints in a timely manner and if possible, to remove the cause of the complaint and to prevent (similar) complaints in the future. This procedure also aims at maintaining and improving communication through professional complaint handling.

This procedure is applicable to all customer complaints received by Waste4ME.

Definitions

“customer” means anyone, an organization or its employee(s), regardless of the person's title, who receives, requests or is affected by Waste4ME products and services. Customer can also be an organization that makes payments to Waste4ME for services and/or products (to be) delivered.

“customer satisfaction” means a customer's perception of the degree to which the customer's requirements have been fulfilled.

“complaint” means a customer's written statement, submitted via Waste4ME's online customer feedback/complaint form or sent to Waste4ME's postal address, about his/her dissatisfaction or criticism in relation to a service or product (to be) provided by Waste4ME. A complaint may relate to, for example, the behaviour of Waste4ME employees, to the Waste4ME services, or to a certain course of activities in practice carried out in relation to the product or service provided to a customer. However, a complaint is not:

- a routine first-time request for a service;
- a request for information or an explanation of policy or practice;
- a simple disagreement with a Waste4ME employee;
- a request for information under the data protection laws; or
- a dissatisfaction about products or services other than directly provided by Waste4ME.

“Waste4ME representative” means a Waste4ME employee in contact with the customer.



Handling a customer dissatisfaction – the procedure

Discussing immediately. The simplest and often the quickest solution for customers is to communicate directly to the Waste4ME representative who, in their opinion, has caused their dissatisfaction. Where possible, we will attempt to resolve the customer discontent at the first point of contact. Talking openly about the dissatisfaction can be enlightening both for the customer and Waste4ME representative and may contribute to the elimination of possible misunderstandings and misinformation. If such conversation is not an option or if it is evident that the discussion will not be fruitful or if we are unable to resolve the customer dissatisfaction at the first point of contact, customers can choose to follow the paths described below.

Customer contacting his/her contact person. We invite our customers to report their dissatisfaction or criticism to their contact person at Waste4ME to discuss possible solutions. For example, a customer may miss the "click" with the customer contact person or s/he can be dissatisfied with the information provided. The shortest way to resolve the dissatisfaction is to inform the customer contact person openly and directly about the perceived problem and, if possible, suggested solutions.

We trust our people to act and find solutions responsibly. Our experience is that open discussion about a dissatisfaction often helps, and, in most cases, the dissatisfaction will be resolved through this consultation. Our customers can trust their contact person to inform the management of Waste4ME about the received dissatisfaction statement as well as the suggestion for improvement. Thereupon, the management of Waste4ME will take the necessary steps to restore customer satisfaction.

Customer contacting the management of Waste4ME. Unfortunately, it may not always be possible for customers to resolve a dissatisfaction or criticism with the help of their contact person. Also, customers may not always prefer communicating their dissatisfaction or criticism with the contact person, or they may find the communication with the contact person difficult. A dissatisfaction or criticism, therefore, can also be referred directly to the management.

Customers can communicate their complaint to the management of Waste4ME by:

- (i) completing the customer feedback/complaint form by following this [link](#) or on Waste4ME's website (www.waste4me.com); or
- (ii) sending a letter to Waste4ME's postal address (Waste4ME B.V. Sisalbaan 13 Leiderdorp, office 1.07, 2352 AZ, The Netherlands).

For a thorough investigation and prompt communication, a customer complaint must contain the following:

1. name, address, e-mail address and phone number of the customer;
2. names of the people covered by or related to the complaint (for example, Waste4ME employees or a third-party representatives active in the provision of Waste4ME products/services);
3. detailed description of the complaint (such as date, facts, circumstances, or events related to the origin of the complaint); and
4. relevant information about and supporting evidence for the complaint.

Handling period. Within five (5) business days of receiving the complaint, Waste4ME will send an email to the customer acknowledging the receipt of complaint. The customer may be requested to provide additional information in order to ensure proper examination. The customer can expect a written response to his/her complaint within two (2) weeks. If the customer is not satisfied with our response, s/he can make that known to us in the same way. Then, we will respond to customer's second reaction within one (1) week.



The content can be changed by Waste4ME unilaterally.
Latest version applies.

Registering, investigating, and monitoring complaints and responding to customers. On receiving a complaint, the complaint will be registered in the Waste4ME's system.

If the complaint description provided by the customer appears to be insufficient to examine the complaint or additional information is needed, the customer will be contacted by our communication assistant and invited to submit evidence/supporting document for their complaint so that the investigation can be done thoroughly. S/he may need to ask the customer supplementary questions to get the full picture.

The management of Waste4ME will examine the complaint and decide on an appropriate solution.

Sometimes the customers may expect more than Waste4ME can provide. If that becomes clear to the management of Waste4ME, this will be communicated to the customer as soon as possible and in an appropriate manner. If required by the customer or seen as necessary by the management of Waste4ME, an appointment will be made to discuss the matter in a meeting.

All complaints received by Waste4ME are registered confidentially. All customer complaints are recorded and retained in the customer feedback/complaint record. Copies of any documents that support the investigation into the complaint must be retained, as well as the acknowledgement and final answer to the customer. A full record of the complaint (and contracts, invoices and similar legal documents related to the complaint) will be retained by Waste4ME (i) for the performance of a contract to which the customer is party; (ii) to ensure our customers are informed and satisfied with our services and to handle enquiries to our business; (iii) to keep our records updated and to study how customers use our products/services; and (iv) to fulfil any legal, regulatory, tax, accounting or reporting requirements.

Waste4ME will only retain the personal data indicated in the complaint for as long as reasonably necessary to fulfil the purposes we collected it for. Waste4ME retains the personal data included in the complaint for seven (7) years as the Dutch Tax Authority requires companies to keep their business records for at least seven 7 years. In all cases, information may a) be kept longer if there is a reason to do so under laws and regulations (the information will then be deleted if it is no longer necessary for the purpose of those laws and regulations) or b) become shorter kept if the person concerned objects to the processing of the personal data and there is no longer a legitimate reason to keep it. After that, we only use anonymous data for our internal reports.

The management of Waste4ME will annually review the customer complaints in accordance with Waste4ME's quality system during the management review and plan improvement actions accordingly. This way, Waste4ME ensures that all the complaints are taken into account to improve Waste4ME's products and services.

