



Re-Gen Waste Ltd
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CUSTOMER CHARTER

1. INTRODUCTION

Re-Gen Waste Limited is committed to providing the highest standards in the provision of waste management services to their customers. We have a commitment to providing a service that seeks to incentivise waste prevention and to encourage the segregation of waste so that it can be managed in accordance with the waste hierarchy, whereby waste prevention, preparing for reuse, recycling and other recovery are preferred over the disposal of waste.

2. SERVICE STANDARDS

- a) We will provide a regular and reliable service and process your waste in a professional and environmentally sound manner.
- b) All service provision will be carried out in line with current legislation.
- c) We will explain clearly what our service rules are and the reasons for them.
- f) We will respond to formal complaints we receive about our services in a timely and professional manner.
- g) We will design our service in a way that minimises litter and odour nuisance.

3 COMMUNICATION WITH CUSTOMERS

- a) We will explain clearly what services you can expect to receive and will provide details of the services we offer on our website.
- b) We will provide you with clear and concise billing which will allow you to understand all elements of the costs involved in providing our waste services.
- c) We will keep you informed of changes in our service that are designed to improve our service offering.
- e) In the case of e-Commerce contracts with customers, and in line with reducing paper usage, all communication and documents will be sent by email, unless otherwise requested. In the interests of the environment and reducing costs we are committed to increasing communication by this method.

4. CUSTOMER RESPONSIBILITIES

- a) Segregate your waste appropriately.
- b) In the event that you have difficulty paying your outstanding bill, please contact us directly as soon as possible as we have a procedure to agree an individual payment plan which deals with how we will manage customers who have difficulty paying their bill. We reserve the right to withdraw service provision either permanently or temporarily due to the non-payment of outstanding bills.
- c) Contact us, as your waste management service provider, if you have any queries on how best to manage any of your waste materials. We have the expertise to provide the appropriate service or advice on how to best resolve the issue.



Registered in Northern Ireland No. NI 44110



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5. PRICING, CHARGING MECHANISM AND ACCESS TO ACCOUNT INFORMATION

- a) The range of service and costs for service provision will be clearly communicated to each customer.
- b) New Customers will receive information on charging and pricing structures.
- c) Information, including a copy of Terms and Conditions of Business will be provided to Customers.
- d) Any changes to the Terms and Conditions of the business will be communicated to customers in a timely manner. Payment of invoices following such notifications shall be taken as acceptance of the updated Terms.
- e) Customers will be entitled to easy access to their account information including statements / balances

6. COMPLAINTS PROCEDURE/DISPUTE RESOLUTION

- a) You are entitled to a fair and reasonable hearing when you have a genuine complaint or dispute and the company commits to resolving your issues as quickly as is reasonably possible.
- b) We will respond to formal complaints that we receive about our services in a timely and professional manner. In the case of written complaints, within 10 working days.
- c) Complaints shall be logged on the individual customer account with a tracking facility to ensure the complaint has been resolved and the customer notified of updates or the course of action taken to resolve the issue.
- d) Billing disputes are handled on a case by case basis and recorded. We will liaise with you directly to resolve the matter.
- e) Dispute resolution including withdrawal of service will be in line with the company policy. This will be a fair and equitable process in line with good consumer policies.

7. EDUCATION AND RAISING AWARENESS

- a) We shall implement an education and awareness programme in relation to waste management services we provide. This will be available via promotional literature that we provide directly to you and via our website.
- b) We shall work with other national bodies in promoting waste prevention, reduction and recycling e.g. DAERA / NPWD / Repak etc.



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