

LAND RECOVERY

FEEDBACK POLICY

Land Recovery Ltd and Land Recovery Rail Ltd (from herein all references to Land Recovery Ltd also apply to Land Recovery Rail Ltd). recognises its responsibility to ensure that all feedback, positive and negative, is acknowledged and acted upon where required, and to improve standards across the whole company.

Land Recovery is committed to providing quality service across all its operations and endeavours to exceed customer expectations. The company encourages open dialogue with customers, clients and external organisations, and all feedback is accepted in person, by telephone, in writing or by email.

The policy is supported by procedure LRLP008 Feedback.

Land Recovery will acknowledge any feedback within three working days, and any of a negative nature will be investigated and an outcome given within ten working days.

Sub-contractors who the company continually receive negative feedback for will not be tolerated and the sub-contract will be terminated.

The Managing Director and Directors fully support this policy and will actively communicate and promote the importance and relevance of it to all our staff.

This policy will be made available to all staff at induction, via the Company One Drive and on company notice boards. The Policy is available to view by interested parties via the Land Recovery Ltd upon request.

This policy shall be reviewed as a result of any significant changes or at least annually as part of the Management Review process defined in the Land Recovery Ltd Business Systems Manual.

Signed



Dan Beecroft

Date

January 2024

Title

Managing Director