



## New-world Carbon Limited

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## Complaints and what to do

We always endeavour to offer the best possible service but we recognise that sometimes clients might feel disappointed. We therefore have a process that will try to resolve any issues as quickly as possible that directly relate to the services provided to you by New World Carbon Limited or Reforestation Group. We will do so in as fair a way as possible, ensuring that certain procedures are adhered to, but we also recognise that complaints can be good for our business and we can learn from them. We therefore review any trends that emerge so we can improve our service where needed.

In relation to the land management companies: We will intercede to ensure that services are delivered to you in accordance with your contract and use our best offices to ensure that any complaint is reasonably heard and promptly responded to.

Please set out the complaint clearly in writing. We regret that complaints cannot be handled over the phone or via email. We will acknowledge receipt of your complaint within five working days of receipt. We will then carry out an impartial review of the complaint, with a view to understanding what did or did not happen, and to assess whether we have acted fairly within our rights and have met our contractual and other obligations. A full written response will be provided within eight weeks of receiving the complaint.

In the first instance please write to our senior client services manager at:

Mark Hutchings  
New World Carbon Limited  
Suite 151  
5, Liberty Square  
Kings Hill  
Kent, ME19 4AU

In the event that a situation arises that is not covered by our contracts, we will attempt to resolve the matter on the basis of good faith and fairness and, where appropriate, by taking such action as is consistent with industry practice.

If we are unable to resolve a dispute to the mutual satisfaction of both parties then the matter may be referred to an independent arbitrator, with costs met by the at fault party.

Our activities are not currently subject to the actions of the Financial Ombudsman Service.