

Ecorys UK Client Complaints Policy

Policy Statement

Ecorys UK is committed to delivering high-quality services and building trusted, respectful relationships with our clients. We take client complaints seriously and regard them as an important opportunity to listen, learn, and improve.

Quality and care sit at the heart of how we work. If something goes wrong, we want our clients to tell us so that we can respond quickly and fairly, minimise impact, and put things right. Ecorys UK operates robust procedures to ensure any concerns are handled promptly, consistently, and fairly, and can be shared if required.

Our approach to how we handle complaints reflects our culture and core values:



Our Commitment to You

In the event of a client complaint, we will:



Caring

Listen and respond with care

We will treat every complaint seriously, handle it respectfully, and make it easy for you to raise concerns. We will ensure you are kept informed and understand what will happen next. We are committed to responding to any complaints within 30 days.



Integrity

Act openly and fairly

We will assess complaints objectively and transparently, communicate honestly, and do what is right. If we are at fault, we will acknowledge this and agree appropriate next steps.



Leadership

Take ownership and resolve issues promptly

We will acknowledge your complaint promptly in writing, confirm expected response timescales, and ensure it is assigned to an appropriate lead to coordinate investigation and resolution. Where needed, issues will be escalated through the appropriate management route to support timely resolution.



Together

Work with you to reach a solution

Where possible, we will resolve complaints through constructive dialogue between the relevant project leads and your nominated contact. We aim to reach a swift, workable outcome that restores confidence and protects delivery.



Entrepreneurial

Learn and improve (Entrepreneurial)

Use client complaints to strengthen our quality of delivery, improve our ways of working, and ensure we continue to meet the high standards our clients expect from us.

Submitting a Complaint

While we hope you will not need to make a complaint, we want you to know how to do so should something go wrong. Please submit your complaint using the process below so that we can respond promptly, fairly, and put things right.

Complaints may be made directly to your Project Manager or Project Director by email or telephone. Alternatively, complaints may be submitted by email to Ecorys UK's Quality Manager, Nicola Poultney, or the Managing Director, Nicola Smith, at compliance@ecorys.com.