

POLICY

At Lithos Consulting Ltd we strive to present the best service possible to our clients. If you are not satisfied with the service you have received we will aim to find a solution.

1 How to make a complaint

You can make a formal complaint by email, phone or post:

- Post to: Managing Director, Lithos Consulting Ltd, Parkhill, Walton Rd, Wetherby, LS22 5DZ.
- Email: info@lithos.co.uk or the project manager on the job concerned.
- Phone: 01937 545330

2 How we handle a complaint

We aim to resolve a complaint as soon as possible, making sure we are thorough and impartial when handling the complaint. If we are unable to resolve the complaint within 5 working days we will send written confirmation notifying you of our progress. This will include the reason as to why we have not yet resolved the complaint and who is handling the complaint within the company.

In some cases it may take us longer to review the complaint, we will provide you with regular updates to make sure you are kept up to date. Once we have completed the review we will send a final response where we will outline our investigation and the decision we have made.

3 If you are still not satisfied

If you are not satisfied with the final decision or if 28 working days have passed since submitting the complaint you may have the right to refer your complaint to our ISO9001 assessors who can be contacted as follows:

- Black Star Certification
- 2.3 Mortec Park, York Rd, Leeds, LS15 4TA
- 0113 348 6572
- Info@bcert.co.uk

A handwritten signature in black ink, appearing to read "Tracy Perrin".

Tracy Perrin
Finance Director

October 2026