



COMPANY POLICY

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Review cycle: **Annual**

Complaints Policy

1. Our commitment

Sunrise Rentals Ltd works hard to deliver reliable plant, qualified operators and straightforward service. If we fall short, we want to know. Every complaint is taken seriously, handled fairly and confidentially, and used to make the business better. Raising a complaint will never prejudice a customer's ongoing or future hires with us.

2. How to raise a complaint

- Telephone: **07836 585527**
- Email: **accounts@sunriserentalsltd.co.uk** — please mark the subject line "Complaint".
- Post: Sunrise Rentals Ltd, Cole Street Studios, 6-8 Cole Street, London, SE1 4YH.

Please include the hire or order reference where possible, along with dates, the plant or service concerned, and what you would like us to do to put things right.

3. Our process and timescales

- **Day 1-2:** we acknowledge your complaint within two working days and tell you who is dealing with it.
- **Day 3-10:** the complaint is investigated by someone with authority to resolve it. We respond with findings and proposed remedy within ten working days.
- **Extension:** if more time is genuinely needed — for example where a site visit or third-party information is required — we will explain why and commit to a new date.
- **Escalation:** if you remain dissatisfied, the complaint is escalated to the Director for a final review.

4. Recording and learning

Complaints are logged centrally with their outcomes and reviewed by the Director to identify trends. Where a complaint exposes a weakness — in plant preparation, operator briefing, transport or administration — the fix is applied across the business, not just to the individual case. Nothing in this policy affects your statutory rights.

William O'Grady

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Director, Sunrise Rentals Ltd

Signed: **21 June 2019**

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