

Our Complaints Procedure

At Green Coffee Collective, we pride ourselves on being easy to work with, transparent, and fair. If something hasn't gone as expected, we want to know about it and put it right.

1. How to make a complaint

If you're not happy with any part of our service or a product you've received, you can send us a complaint by email:

orders@greencoffeecollective.com

Please include:

- Your name and business name
- Order number (if relevant)
- A clear description of the issue

2. What happens next

- We'll acknowledge your complaint within 2 business days (usually faster).
- We'll investigate what happened and aim to resolve your complaint within 14 days.
- If it's going to take longer, we'll keep you updated.

3. What if you're still not happy?

If you're not satisfied with the outcome, you can ask for the matter to be reviewed by a director. We'll take a fresh look and do our best to offer a fair resolution.

At this time, we're not covered by the Financial Ombudsman Service, but we take every complaint seriously and treat it as a chance to improve.

4. Internal complaint logging

All complaints are logged internally and reviewed regularly to help us improve how we work.