Cornish Lithium is committed to operating in a transparent and responsible way. We hope you won't have any cause to feel dissatisfied with our activities, but we would encourage you to get in touch with us if you do.



We take all complaints seriously and will treat them confidentially, fairly and courteously. We will review any lessons learned, to ensure we can continue to improve our high standards of operation.

Do you have a complaint?



Please contact us to discuss it. We hope that most complaints can be easily resolved, but we will log each one and treat all complaints in the same way.

All complaints are acknowledged within 5 working days of receipt. All complaints are also referred to the head of the relevant department for investigation.



You will be provided with a written response within 2 weeks of the company having received the complaint. If the complaint is complex and we cannot respond fully within 2 weeks, we will tell you the reason why. Responses to any anonymous complaints will be provided on our Anonymous Complaint Responses page.

If it is not possible to resolve the issue, or if you are not satisfied with our response, we will investigate the complaint further. We will respond within 3 months from receipt of your original complaint.



If you are not satisfied that the matter has been satisfactorily dealt with, you may refer the complaint to an appropriate independent body with jurisdiction to deal with any such complaint.

All complaints or disputes are reported to the Board, whether resolved or not.



For transparency, all significant complaints are acknowledged in our Annual Report



Call us: **01326 640100**

Email us: contact@cornishlithium.com

Write to us: ESG Team, Cornish Lithium, Tremough Innovation Centre, Penryn, Cornwall, TR10 9TA

Send us a message via our website



For information on how we handle your personal data, please see our Privacy Notice – Complainants.