

Landward Research Ltd

Customer Service Policy



Customer Service Policy Statement

At Landward Research Ltd we endeavour to provide suppliers, partners, clients and customers with the best possible service at all times. If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us, our contact details are set out below. We will respond to your query within five working days.

Courtesy

All Landward Research Ltd staff will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

Communication

Landward Research Ltd will respond to all phone calls and emails received from clients within two working days.

Consistency

As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet business needs and that they are consistently applied to all our customers.

Complaints

Landward Research Ltd seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Executive Director in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints process is in place for any disputes which can be downloaded from www.landward.eu.

Access to Information

We comply fully with the provisions of the Data Protection Act 1998. Any personal or confidential information held by us about a client or work seeker is fully accessible to that person or body for review or editing by contacting the Executive Director.

Reduce Bureaucracy

Wherever possible, without compromising our legal requirements and professional standards we strive to reduce the burden of unnecessary paperwork.

How to Contact Us

Landward Research Ltd, 120 Bradley Street, Sheffield S10 1PB
Tel: +44 7803895033
Email: enquiries@landward.eu
Internet: www.landward.eu

We will provide adequate and appropriate resources to implement this policy and will ensure it is communicated and understood.

The Landward Research Ltd Executive Director will review this policy statement annually to reflect new legal and regulatory developments and ensure good practice.

Approved and adopted by the Board of Directors

27th November 2015