

Landward Research Ltd

Complaints Policy



Complaints Policy

Landward Research Ltd is committed to providing a high level service to our suppliers, partners, clients and customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact Kenneth Aitchison, Executive Director by phone (+44 (0)7803 895033) in the first instance so that we can try to resolve your complaint informally.

At this stage, if you are not satisfied please contact the Executive Director by writing to him at: Landward Research Ltd, 120 Bradley Street, Sheffield S10 1PB, United Kingdom.

Next Steps

1. We will acknowledge your complaint and ask you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our acknowledgement within 5 working days of us receiving your complaint. This may be sent by letter or electronic mail.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment and confirm what will happen next within 5 working days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 working days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 working days from receiving their reply.
5. The Executive Director will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 working days of the end of our investigation.
6. Within 2 working days of the meeting the Executive Director will write to you to confirm what took place and any solutions agreed with you.

If you do not want a meeting or it is not possible, the Executive Director will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. He will do this within 5 working days of completing our investigation.

If we have to change any of the time scales above, we will let you know and explain why.

What if you are dissatisfied with the outcome

If you are not satisfied with the decision of the Executive Director, you can appeal to the Board of Directors. You have two months following the decision of the Executive Director in which to appeal.

Grounds for appeal

The Board of Directors will consider your appeal only if:-

- The complaint relates to an alleged breach of Landward Research Ltd Policy; and
- The complaint has been considered through the full Complaints procedure set out above.

How to make an appeal

If you wish to appeal against the decision of the Executive Director following the investigation of a complaint, this should be done in writing to:-

Board of Directors
Landward Research Ltd
120 Bradley Street
Sheffield
S10 1PB

You should include the following information:-

- A summary of your original Complaint, including the alleged breach of Policy; and
- The reasons why you are dissatisfied with the outcome of the original complaint; and
- Your contact details.

Procedure to be followed for appeals

On receipt, consideration will be given as to whether the case meets the grounds for appeal. The Company Secretary will acknowledge your Appeal within 10 working days of receipt. If the case meets the grounds for appeal, the acknowledgment will also explain the procedure to be followed. If the case does not meet the grounds for appeal, the reasons will be explained in the acknowledgment. You may be asked to supply further information.

Vexatious or trivial appeals will be rejected.

If your complaint relates primarily to issues of competition law, it may also be made directly to the Office of Fair Trading. Once investigation of your appeal is complete, the case will be considered by the Board of Directors, who will make a decision based on the appeal report. Following consideration by the Board of Directors, the Company Secretary will write to you to outline the decision of the Board of Directors and explain its reasoning.

If your appeal is upheld, the letter will outline any remedial action determined by the Board of Directors. Such remedial action may include:-

- A written apology from the Board of Directors or the Executive Director as appropriate.
- An instruction to the Executive Director to stop certain activities, change the way in which those activities are performed or other action to ensure that the breach is not repeated.

- A request to the Executive Director to investigate and consider disciplinary action against individual staff members in accordance with Landward Research Ltd's Disciplinary and Grievance Procedures.

If your complaint is not upheld, the reasoning for this decision will be clearly explained.

Details of all appeals and findings (except any confidential details or personal data) will be published on the Landward Research Ltd website. The decision of the Board of Directors is the final stage of this procedure.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

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