

Landward Research

COMPLAINTS POLICY



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1 Complaints Policy

Landward Research is committed to providing a high level of 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. We want to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

A complaint is an expression of dissatisfaction, whether justified or not.

1.1 Our Standards For Handling Complaints

- We treat all complaints seriously, whether they are made by letter or by email
- You will be treated with courtesy and fairness at all times - we would hope, too, that you will be courteous and fair in your dealings with our staff at all times
- We will treat your complaint in confidence within Landward Research and in accordance with the requirements of the Data Protection Act 1998.
- We will deal with your complaint promptly - we will acknowledge receipt of a written complaint within 5 working days and we will send you a full reply within 48 working days of receipt
- If we cannot send a full reply within 48 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full.

2 Purpose

The purpose of the Complaints policy is to ensure Landward Research:

- Provides a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- Publicises the existence of our complaints procedure so that people know how to contact us to make a complaint.
- Makes sure everyone at Landward Research knows what to do if a complaint is received.
- Makes sure all complaints are investigated fairly and in a timely way.
- Makes sure that complaints are, wherever possible, resolved and that relationships are repaired.

- Gathers information which helps to improve the company.

3 Scope

Our policy covers complaints about:

- The standard of service we provide
- The behaviour of our staff
- Any action or lack of action by staff affecting an individual or group

Our complaints policy does not cover:

- Matters that have already been fully investigated through this complaints procedure
- Anonymous complaints
- Complaints about access to information where procedures and remedies are set out in legislation, eg Freedom of Information Act 2000, Data Protection Act 2018

If your complaint relates primarily to issues of competition law, it may also be made directly to the Office of Fair Trading.

This procedure applies equally and fully to Landward Research Ltd and to all subsidiary companies of Landward Research Ltd (on 24th June 2021: Landward Research Teoranta, Landward Limited Liability Company and Landward Limited).

4 Complaints Procedure

If you have a complaint, please contact Kenneth Aitchison, CEO and Founder 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 CEO by writing to them at Landward Research Ltd, 120 Bradley Street, Sheffield S10 1PB, United Kingdom or emailing Kenneth.aitchison@landward.eu. It will help us to resolve your complaint quickly if you can give us as much clear detail as possible, including any documents and correspondence and stating that you are making a complaint in line with our procedure.

For complaints made in writing, either by letter or by email we will follow the below procedure:

1. We will acknowledge your complaint within five working days, we will provide you with the name of the person who will be dealing with your complaint and a copy of this complaints procedure. This may be sent by letter or electronic mail. We will record your complaint in our central register.
2. We will then start to investigate your complaint. This might involve speaking to the member of staff who dealt with you, examining your file and examining the information you have provided us with. This will be done within 14 working days where practicable but as soon as possible thereafter if not – for example, if the person who handled your matter is on holiday. If further information is needed, we will tell you how long it is likely to take us to complete our investigation and keep you informed of developments.
3. Within two days of the conclusion of our investigations we will send you a detailed written reply to your complaint setting out our views and any remedy we propose. We may also invite you to discuss the matter with us if it appears that this may resolve your concerns. Within three days of the meeting, where one is held, we will write to you to confirm what took place and any solutions we have agreed with you.

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

4.1 Appeals Process

Upon completion of the above steps, if you remain dissatisfied, you may appeal to the Board of Directors within two months of the conclusion of the above process. The Board of Directors will consider your appeal only if the complaint relates to an alleged breach of Landward Research Policy and the complaint has been considered through the full Complaints procedure set out above.

If you wish to appeal to the Board of Directors, 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
- The reasons that you are dissatisfied with the outcome of the original complaint

- Your contact details.

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.

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 CEO as appropriate
- An instruction to the CEO 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 CEO to investigate and consider disciplinary action against individual staff members in accordance with Landward Research'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 website.

The decision of the Board of Directors is the final stage of this procedure.

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

5 Other Related Documentation

Where necessary, this policy should be read in conjunction with other Landward Research Policies, such as:

- Code of Conduct
- Grievance Procedure
- Disciplinary Procedure
- Equity, Diversity, and Inclusion Policy

6 Review

Landward Research will review this policy on an ongoing basis and carry out a formal review not less than every 3 years. Such review shall take into account the operation of the Policy since the last formal review, any legal or regulatory developments, an assessment of current best practice and any other relevant information.