

Landward Research Customer Service Policy

Customer Service Policy Statement

At Landward Research 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.

1.1 Courtesy

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

1.2 Communication

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

1.3 Consistency

As part of our commitment to upholding professional standards, we will review this policy annually to ensure that it continues to meet business needs and is consistently applied to all our customers and that it reflects current legal and regulatory developments and ensures good practice..

1.4 Complaints

Landward Research seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the CEO 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.

1.5 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 CEO.

1.6 Reduce Bureaucracy

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

1.7 How to Contact Us

Landward Research, 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.