

Feedback Policy

As an organisation we are committed to providing a client focused, consistent, credible and continuously improving portfolio of services and as such are committed to listening and responding to our clients, associates and partners.

Have your say

We want to improve the service we provide and are committed to giving all of those we deal with the opportunity to express satisfaction, or dissatisfaction, with our service, policies, processes and procedures, and to changing those policies, systems and procedures where appropriate in order to improve our service.

Equally, we need to know when we do things well so that we can disseminate best practice across the organisation. You can make a compliment, suggestion or complaint by phone, fax, in writing either by letter, email or by completing one of our feedback forms. We aim to resolve problems as soon as possible, and in many cases it should be possible to deal with them immediately.

If we cannot resolve your complaint immediately we will acknowledge receipt of your complaint within three working days and will aim to provide a full response within 10 working days. If we cannot do so we will keep you informed of progress towards providing a full reply.

Improving our service to you

We will record all compliments, suggestions, complaints and appeals and analyse all feedback received and consider whether our policies, processes and process require amending, either on a service specific basis or across the organisation.

We will endeavour to make available details of our Feedback Policy in your preferred format.

The Feedback Policy also provides a Complaints Process as detailed below.

Contact Details

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