

## Introduction

To Market provides a range of services to companies that wish to expand/grow and succeed in their industry. We are committed to providing a personal, caring and empathetic service to all our customers and this policy sets out how we will achieve this.

## Your experience of our service

We want to make every contact you have with us a positive experience. We will:

- ✓ *Be polite and honest*
- ✓ *Always listen carefully to your requirements and/or requests*
- ✓ *Confirm that we understand your requirements and that you are happy with our suggested solution. This will be achieved by obtaining your signature on a proposal or engagement letter before we commence any work you commission.*
- ✓ *Provide contact name and details*
- ✓ *Let you know what will happen next*
- ✓ *Point you in the right direction if we can't help*
- ✓ *Provide a suitable environment and for meetings and ensure confidentiality*
- ✓ *Write letters, emails, reports and publications that are easy to read and understand*
- ✓ *Respond to your letters and emails promptly and when that is not possible, we will send an acknowledgement with details of who is dealing with the matter.*
- ✓ *Let you know if there will be a delay in responding*
- ✓ *Ensure any answer-phone messages are clear and you have a clear indication as to when to expect a reply. We will where possible, also offer an alternative contact*

To confirm that we are achieving all of the above, we will:

- ✓ *Seek your feedback as regards your satisfaction and how we can improve our service*
- ✓ *Publish details of how you can give us feedback or tell us about complaints*
- ✓ *Investigate all complaints thoroughly, as quickly as possible and learn from our mistakes*

## Your privacy and security

[You can view our current Privacy Policy here.](#)

In keeping with the requirements of GDPR 2018 To Market will make sure any contact information provided to us by you is treated as confidential. Any personal data relating to you will only be used and recorded by us in accordance with current data protection legislation and this Privacy Statement. It will not be sold or rented to any third party person or organisation.

You have a right of access, under data protection legislation, to the personal data that we hold about you. For the purposes of the Data Protection Act 1998, the Data Controller in relation to personal data supplied about you is Jo Sealy.

## **Maintaining and improving our service**

### *Involving you the customer:*

Wherever possible, we would like you to be involved in improving our service. To achieve this we may:

- ✓ Ask for your opinion about our services
- ✓ Ask for your input on changes to our services or format for new services

We will always be honest about what we can or cannot do

### *Reaching us*

We will provide different ways for you to contact us and access the service you require:

- ✓ Our website – includes contact details and a “contact us” form
- ✓ We send a regular newsletter to all our customers – it is easy to opt out of receiving this if you wish
- ✓ We provide regular progress reports through out the life of every assignment
- ✓ We provide a feedback form at the end of every assignment

### *Staff development*

Our people are our greatest strength and make all the difference in terms of the service you receive. We will:

- ✓ Ensure the team members assigned to work with you are qualified for the task in hand and have the right temperament for the role
- ✓ Continually train and develop all team members
- ✓ Ensure our team members treat every To Market customer as we would like to be treated ourselves – with courtesy, respect and understanding.

## **If you need to complain**

If you are unhappy with any aspect of our service, please speak to your client manager (this person will be identified in your proposal or engagement letter). Wherever possible, we will offer an immediate response. If the matter requires investigation, we will offer an initial response within five working days and formal reply within 10 working days.

If you are still unhappy following this response, please put your concerns in writing to our Principal Partner, Ms Jo Sealy, who will undertake to respond to your letter within three working days of receipt and to update you on how the matter is being dealt with.