



**P A N T H E R**  
**P R I N T & D E S I G N L T D**

***COMPLAINTS PROCEDURE***

*January 2004 (PPDP 08)*

Panther Print has adopted a Customer Care Policy. The purpose of the policy is to show that the company takes customer service very seriously.

**POLICY**

- The Panther Print Customer Care Policy is to be approachable, business like and caring in all dealings with it's customers.
- Panther Print will state clearly and concisely the commitments it makes to it's customers through the publication of customer care promises.
- Panther Print recognises that all staff share the responsibility for fulfilling these promises, and that commitments must be made in order to do this.
- To achieve the aim of this policy Panther Print has adopted the following Customer Care.

**CUSTOMER CARE**

Panther Print promise that you will:

- Always receive respectful, courteous treatment.
- Be told the name of the person who is taking responsibility for dealing with your enquiry or problem.
- Be given clear and correct answers to enquiries within specified times for written, telephone and personal contacts.
- Receive clear advice from qualified staff to best meet your needs after these have been fully appraised.
- Be consulted regularly about the services provided by Panther Print
- Be able to use the speedy and fair complaints scheme if you can not get the service you want.

**INTRODUCTION**

We also recognise there is room for improvement and that mistakes can sometimes be made.

If you have a complaint about Panther Print or any of our services we would welcome your comments.

This code of Practice explains how to complain, how your complaint is dealt with and what to do if are not satisfied with our response.

Our aim is to put things right.

**HOW TO COMPLAIN**



Simply telephone, write or e-mail the company Managing Director at:

Panther Print & Design  
7 Trafalgar Business Centre  
77 River Road,  
Barking, Essex,  
IG11 0ju  
Tel: 020 8591 1005

E-mail: [info@pantherprint.co.uk](mailto:info@pantherprint.co.uk).

To help us deal with your complaint you should provide as much background information as possible.

