



Langdon Systems believes that if a client wishes to make a complaint or register a concern, they should find it easy to do so.

It is the company's policy to look at complaints as an opportunity to learn, adapt, improve, and provide better services.

Any complaints should be addressed in writing to:
Langdon Systems, Westward House, King St W, Wigan WN1 1LP.

The policy is intended to ensure that complaints are dealt with in a correct manner, and that all complaints or comments received are taken seriously.

The policy is not intended to apportion blame and is not part of the company's disciplinary policy.

Langdon believes that failure to listen to or acknowledge complaints could lead to dissatisfaction and aggravation of the complaint in question.

The company supports the belief that if the complaint is dealt with early, openly, and honestly then this should be all the remedial action required between the company and the complainant to close the complaint in question.

The company recognizes that from time-to-time complaints may not be resolved to the satisfaction of the complainant. In this situation the MD will have an independent view and action(s) will be taken to close the case to the satisfaction of all concerned.

This policy will be reviewed on a yearly basis.