



THE WREN PRESS

The Wren Press (TM) Limited Customer Care Policy

The Wren Press is committed to providing its current and future customers with a level of service that meets if not exceeds their expectations. Over the last 21 years, we've evolved from a traditional print and reprographics company into London's leading document support service provider. Through regular training, we aim to enhance the performance of all our employees, and, always operate in the best interests of our customers. We shall endeavour to continually improve our quality standards in every aspect of our activity. All customers contacting our company will:

- be treated in a courteous and friendly manner
- be offered the name of the person who will be dealing with their enquiry
- have enquiries answered within a reasonable time period

Customer Feedback

The Wren Press will aim to contact its customers on a twice-yearly basis to establish the level of satisfaction it is achieving. Satisfaction survey questionnaires will be issued by the Marketing Department, and a pre-paid reply envelope will be included. Results will be recorded and analysed and fed-back to individual branches for action. Surveys that are returned with an unsatisfactorily low rating will be followed up immediately.

Staff Development

The Wren Press believes in the continued professional development of its staff to deliver its customers an improving service.

Security

The Wren Press takes every precaution to protect you're the customer's personal information. When you are asked to submit sensitive personal financial information, such as your credit card number, we use industry standard Secure Sockets Layer (SSL) encryption technology. The Wren Press is bound by the requirements of The Data Protection Act with regard to all and any of its customers' personal information coming into its possession.

Complaints

Any customer who is unhappy with any aspect of The Wren Press's service should, in the first instance, make their dissatisfaction known to the branch manager. It will be the responsibility of that person to rectify the problem themselves immediately or, if they are unable to do so, to bring the matter to the attention of senior management.

Should the cause of the dissatisfaction remain unresolved the customer should either require the manager to bring the matter to the attention of The Wren Press administrative office at 27a Poland Street, London, W1F 8QW or communicate direct with that office.

The Wren Press takes all complaints seriously and undertakes to provide an initial response within 3 working days of any complaint being notified and, thereafter, to keep the customer informed of progress in dealing with its rectification.