

## Leaflet Distribution Services Limited

### Complaints Procedure

LDS aims to provide a high standard of service throughout the company in meeting our client's expectations. LDS recognise that there may be times when the service delivery does not meet the customer's expectations.

LDS values the opportunity to identify, understand and make improvements as necessary to our business and service delivery.

1. If you have a service delivery complaint please initially bring your concerns to the attention of your account contact who will endeavour to resolve to a satisfactory conclusion.
2. If the matter is not satisfactory resolved then the next stage is to refer the issue to the MD who will review and work with the client to ensure a satisfactory conclusion for both parties.

Managing Director

