

Clients Charter

If you have a complaint or are dissatisfied with any aspect of the services provided to you by Matrix, please let us know as soon as possible. Matrix will do whatever it can to make sure you have the best service, but in an event that something does go wrong we operate a complaints procedure as part of our commitment to continuously improving our service.

We hope that most complaints or areas of dissatisfaction can be resolved quickly and easily by communicating with Matrix through the normal channels. If your problem cannot be resolved in this way and you wish to escalate the issue, please do not hesitate to get in contact with the director of your project or, should you prefer, with Andrew Beale, Marketing and Sales Director (andrew.beale@matrixknowledge.com). You can ask for your project director, or if necessary the Marketing and Sales Director to arrange a meeting at your offices to discuss the nature of your dissatisfaction and how it can be resolved. The director will explain our complaints procedure to you and will ensure that your concerns are dealt with as soon as possible. It would be a great help if you can be as specific as possible about your dissatisfaction.

Under our complaints procedure, we will acknowledge your complaint within 2 working days and will look into it in detail and respond within 21 working days. When we look into the area of dissatisfaction / complain, we will aim to:

- Find out what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, where appropriate
- Make sure you receive an apology, where appropriate
- Identify what we can do, including improvements to our systems and procedures, so that it doesn't happen again.

The Matrix Knowledge Group will do everything in its power to rectify any problems to the client's satisfaction.

For any further information on our client satisfaction procedures please email maxine.rossbotham@matrixknowledge.com

Matrix Knowledge Group
Epworth House
25 City Road
London
EC1Y 1AA, UK

Tel:- +44 (0)20 7684 5777
Fax: +44 (0)20 7684 5776