



Treating Customers Fairly Policy

1.0 Overview:

Sussex Content Specialists is fully committed to Treating Customers Fairly (TCF) and this Policy has been designed to demonstrate the application of TCF during the course of day-to-day activities.

1.1 Treating Customers Fairly Policy Aims:

Sussex Content Specialists supports the TCF initiative and aims to make:

1. Consumers confident that they are dealing with a firm where TCF is central to the corporate culture.
2. Products and services marketed and sold are designed to meet the needs of identified consumer groups and targeted accordingly.
3. Consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale.
4. Where consumers receive advice, the advice is suitable and takes account of their circumstances.
5. Consumers are provided with products that perform as firms have led them to expect and the associated service is both of an acceptable standard and as they have been led to expect.
6. Consumers do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint.

1.2 Our TCF Mission Statement

We will act with integrity in everything that we do and aim to be in partnership with our clients.

1.3 Our TCF Principles

- Customers will be provided with clear information and kept appropriately informed before, during and after the point of sale.
- If we give advice to our customers, the advice will be suitable and take account of their circumstances.
- Our level of service and product performance will meet the expectations of our customers as far as reasonably possible.
- We will ensure that there is no barrier for customers to express their requests, concerns or complaints, and will always be responsive to them.
- Products and services will be designed to meet the needs of clients.



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1.4 Assessing and implementing our TCF Principles

Marketing

All Sussex Content Specialists promotions and marketing literature are reviewed to ensure that they are appropriate for the target audience and are presented in a clear, fair and not misleading manner.

Complaints

Sussex Content Specialists aims to provide excellent customer service and complaint handling is a major component of its TCF measures. We deal with customer complaints fairly and objectively and attempt to put things right as quickly as possible. All complaints are recorded and monitored.

Feedback

We ask our clients to provide us feedback, sometimes formally through customer surveys, so that we can improve our service. The information we collate from our clients will be listened to and will help shape any future strategic decisions.



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