

Service Quality

Service Quality Commitment

On occasions when the Account Manager is absent from work or not available for short periods of time, the Managing Director Alex Swann will be the main point of contact. When the main point of contact on the account is out of the office, other team members will be briefed on the activity on each account.

Lesniak Swann does not operate a voicemail system so that the Client is always able to speak to someone and ensure that their message has been taken.

In the rare event of a longer period of absence, Lesniak Swann operates a shadowing procedure. This means that regular meetings are held between staff in similar positions so that in the event of the unforeseen the project can be continued without upset.

Lesniak Swann will absolutely seek to avoid these contacts being away from the office at the same time – however if that were to occur, contact can be made through Joint Managing Director Mark Lesniak.

Complaints Procedure

In the event of any grievance or complaint, the issue can be raised with the Account Manager. He/she will acknowledge this complaint within 48 hours of receiving it and set out a time scale of when you can expect a resolution to the problem.

If the answer from the account team is (i) not satisfactory or (ii) if he/she is not appropriate or (iii) the complaint is about him/her, then the matter can be taken up with the Managing Director, Alex Swann. He will acknowledge this complaint within 48 hours of receiving it and set out a time scale of when you can expect a resolution to the problem.

If for any reason the answer from the Managing Director is not satisfactory or if he is not appropriate then the matter can be taken up directly with the Directors of Lesniak Swann. Again, they will acknowledge this complaint within 48 hours of receiving it and set out a time scale of when you can expect a resolution to the problem.

These procedures in no way affect your rights to take the complaint to the appropriate professional governing body or to resolve the dispute with appropriate legal proceedings.