



## **Anthesis Customer Service Policy**

October 2022

### **Policy statement**

At Anthesis we always endeavour to provide the best possible service to our customers. Our goal is to provide a positive experience, to be easy to do business with and to help our customers release the value of their enterprise applications. Whether consulting, software sales or service delivery, we will speak honestly and directly. We are not 'too big to care' and not 'too small to have an impact'.

### **Practical arrangements**

We comply fully with the provisions of the Data Protection Act 2018 as outlined in our Security and Protection of Information policy which aims to protect company, customer and employee data; meet our legal obligations under the General Data Protection Regulation and other laws; and to meet our professional obligations towards our customers and third parties.

If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us by sending your name and address to;

Anthesis Ltd  
Riverside Mill  
Mountbatten Way  
Congleton  
Cheshire  
CW12 1DY  
Tel: 01260 296 530  
Email: [info@anthesis](mailto:info@anthesis)  
Internet: [www.anthesis.co.uk](http://www.anthesis.co.uk)

We will respond to your query within 24 to 48 hours

This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

## Director sign-off

This policy statement was approved on January 30, 2023

DocuSigned by:  
*Tom Constantine*  
E1F9CD98C111495...  
Tom Constantine  
Director

DocuSigned by:  
*Charles Noden*  
FDBC4CB815BA42C...  
Charles Noden  
Director

Document reference  
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