



QUALITY POLICY STATEMENT

The Owner of MyWriter considers the quality aspects of the business to be a primary factor in the continued success of the company. Continuous analysis and improvement, and the ability to change and react to market requirements, assists us in achieving customer satisfaction, therefore the security and prosperity of the company.

It is the policy of MyWriter to provide all customers with high quality products and services that satisfy their requirements in every respect. Furthermore it is MyWriter's policy to continually improve quality by monitoring, measuring and enhancing the Quality and Procedural System, which therefore helps to maintain MyWriter as a leading company in the writing and associated marketing services field.

Implementation of the Quality Policy is fundamentally the responsibility of the Owner, who will take policy decisions that enable the correct action to be implemented throughout the business.

The Quality Policy ensures that activities are controlled in a manner compatible with achieving required service levels and obligations effectively. It is mandatory that through all joint initiatives, partnered companies adhere to the procedures in order to achieve a consistent approach to Quality assurance.

The Owner
MyWriter
Issued: December 2008

COMPLAINTS POLICY AND PROCEDURE

1. As a minimum standard, MyWriter will adhere to the respective Complaints Policy and Procedures for each contracted output for individual clients.
2. All complaints will be acknowledged in writing and followed up within 5 working days.
3. All complaints will be investigated and reported on by the Owner personally.

Issued: December 2008



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