

Our dispute resolution statement

In order to minimise the likelihood of dissatisfied clients, our process allows for pro-active management of a job, both in terms of client contact and also time management. However, we accept that notwithstanding open communication, there will be occasions where a client is not happy.

It follows therefore that we have a defined dispute resolution process for these rare occasions:

- To provide the client with a clear estimate of the cost of the job in advance of the work commencing. This will also clearly indicate the number of iterations included within the estimate and whether there are any other associated costs such as print. Clients will also be sent a copy of our Terms and Conditions.
- Obtain written agreement to the estimate before commencing work.
- Liaise with the client at all times during the design stages and advise if the client is likely to incur additional charges, for example if the client has gone over the number of iterations and will be charged for further amendments and detail, where possible, the extent of the likely cost.
- On completion of a project, our invoice will clearly breakdown costs to show any additional costs over and above the estimate as well as any associated costs (eg print).



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The stages previously stated should eliminate the client being unaware that the cost for the work has increased over that which they were expecting. However, should a client dispute either the amount being charged for the work, or the quality of the work, the following steps will be followed:

- 1.** The complaint will be acknowledged by the company both verbally and in written form (email is considered an acceptable format).
- 2.** If the dispute is of a monetary nature, the amount of the invoice and the work will be reviewed by the managing director. The studio's workflow management software allows for detailed recording of work undertaken and time spent. This will be reviewed and, if appropriate, a reduced amount for the work may be offered at the discretion of the MD. This decision will be taken based on consideration of the work involved, comparison of work of a similar nature, complexity, extent of amendments and original brief.

If the dispute relates to the work being undertaken and meeting the brief, a review will be carried out by the managing director, in consultation with the team leader responsible for the project. The review will focus on measuring the work delivered against the brief in order to remove as much subjectivity from the process as possible given that some aspects will always remain subjective.
- 3.** Should the MD feel that the value of the invoice stands, the client will be advised and asked to settle the invoice in accordance with our terms and conditions.

Should the MD feel that having reviewed the work undertaken, it does not meet the brief and the required quality standards, the company will advise the client accordingly and arrange to meet to resolve the issues at no cost to the client.
- 4.** In the event of non-payment, the company will adopt its standard procedure for debt recovery which may involve the use of external debt recovery agencies and/or application to the county court for payment.

Should the MD feel that having reviewed the work undertaken, it does meet the brief and the required quality standards, the company will advise the client accordingly and arrange to meet to resolve the issues which may incur more costs by the client.

Should this be unacceptable to the client they have an option to appeal the decision and have the work reviewed by an external party. This review would be undertaken at the client's own expense and would be undertaken by an independent specialist.
- 5.** If, on communicating to the client, that the company feels the invoice is valid, the client will have an option to appeal against the decision. In the event that the client does wish to appeal, the company will offer the client the chance to have the project and the work reviewed by an external party. This review would be undertaken at the client's own expense and would be undertaken by an independent specialist.

Either way the client and Cohesion may mutually agree to terminate the job and an invoice raised for an agreed amount (see monetary nature dispute resolution).

The company may agree to waive some of the fee and continue with the project, first having agreed a new brief and estimated costs to finish the project.



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