SERVICE CHARTER

Our promise to you

We know it is a privilege to be involved in helping research fulfill its potential, whether you’re a researcher, librarian, stakeholder or in other roles within the research community. We want to make research more discoverable, usable and meaningful in the wider world, so that it influences thinking, changes policies, and positively makes an impact on lives beyond the walls of academia. In doing so we want to support our customers, researchers and partners by giving them the kind of service that builds confidence and trust. To help us do this we have made commitments to you – they explain how we want to do business and the service standards you should expect from us in everything we do, no matter who you contact or work with at Emerald.

MAKE IT EASY
We want your experience to be easy, stress-free and seamless
We’ll share information that is clear and easy to understand
We like to keep it simple and won’t overcomplicate things

LISTEN TO YOUR VIEWS
We value your views as they shape what we do
We invite your feedback on how we are doing
We make getting in touch easy

LETS YOU KNOW
We’re a knowledgeable team, and here to guide you through the process
We’ll keep you up to date with where you are, and what to expect each step of the way
We’ll always explain our decisions and outcomes
We’ll help you to understand your products and make the most use of them

HOLD OUR HANDS UP
We aim to get things right first time, but if we don’t, we’ll hold our hands up and solve it, calmly and proactively
We don’t always have all the answers, but we’ll learn, grow and adapt
We don’t do quick fixes, we look for the right solutions, even if it takes a little more time

UNIQUE & MEMORABLE EXPERIENCE
We’ll continue to innovate and change things that stand in your way to make your experience with us truly unique and memorable
We’ll always be friendly and responsive
We’re committed to giving you a choice of publishing routes and purchase options

TREAT YOU LIKE AN INDIVIDUAL
Research matters to us regardless of your gender, class, religion, sexual orientation, race or anything else. We’re committed to treating everybody equally
We are flexible and personal and treat everyone as individuals with the same care and attention
You can expect local knowledge, relevant to you and your needs

ON YOUR SIDE
We know positive change can only happen when everyone works together, so we’ll make you feel part of a community you can trust & rely on
We’ll listen to you and your needs
We go the extra mile to find ways to make your research more impactful

ACCOUNTABLE TO YOU
We are transparent about our publishing ethos
Publishing Ethos | Emerald Publishing [emeraldgrouppublishing.com]
We take a balanced viewpoint
We put our principles into practice