

PS22123 - Seller Experiences of Online Marketplaces

Response to Brief

28 April 2022

Thank you for asking us to provide our proposal for working with you on this project. We are very confident that we can deliver this research on time and within budget. This note sets out our proposal on delivering the brief and would act as the basis for the formal project plan on inception.

Requirement

The core requirement is to provide insights into the experiences of sellers on online marketplaces, including how they engage with the marketplaces, their attitudes and experiences, in particular in relation to dealing with consumer complaints.

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