
COMPLAINTS POLICY

1. Definitions

1.1 In this Complaints Policy the following expressions have the following meanings:

“Business Day” means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in the UK.

“Complaint” means a complaint about my **OR** services or customer service;

“Complaints Policy” means this document;

“Complaints Procedure” means my internal complaints handling procedure which is followed when handling a Complaint

2. Purpose of this Complaints Policy

2.1 I welcome and encourage feedback of all kinds from my customers. If you have a Complaint about my services or customer service, not only do I want to resolve it to your satisfaction but I also want to learn from it in order to improve my business and customer experience in the future.

2.2 It is my policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:

2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about my services or customer service;

2.2.2 To ensure that all Complaints are handled equally and in a fair and timely fashion;

2.2.3 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

3. What this Complaints Policy Covers

3.1 This Complaints Policy applies to my provision of services and customer service.

3.2 Complaints may relate to any of my activities and may include (but not be limited to):

3.2.1 The quality of customer service you have received from me;

3.2.2 Delays, defects, poor workmanship or other problems associated with the provision of services;

3.3 The following are not considered to be Complaints and should therefore be addressed accordingly;

3.3.1 General questions about my services;

- 3.3.2 Returns of unwanted goods where there is no further complaint];
- 3.3.3 Matters concerning contractual or other legal disputes;
- 3.3.4 Formal requests for the disclosure of information, for example, under applicable legislation;

4. Making a Complaint

- 4.1 All Complaints, whether they concern my services or customer service should be made in one of the following ways:
 - 4.1.1 [By email, addressed to Gillian Brunton at gillian@gbruntoncoaching.net;
- 4.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
 - 4.2.1 Your name, address, telephone number and email address (I will contact you using your preferred contact method as your Complaint is handled);
 - 4.2.2 Further details of your Complaint including, as appropriate, all times, dates, events;
 - 4.2.3 Details of any documents or other evidence you wish to rely on in support of your Complaint;
 - 4.2.4 Details of what you would like me to do to resolve your Complaint and to put things right. (Please note that whilst I will make every reasonable effort to accommodate such requests, I am not bound to take any action beyond that which we may be contractually or otherwise legally

5. How I Handle Your Complaint

- 5.1 My aim is to always resolve complaints to your satisfaction
- 5.2 Upon receipt of your Complaint, I will log the Complaint and will acknowledge receipt of it in writing within 48 hours.
- 5.3 As I am a sole trader, all Complaints will be handled by me alone.
- 5.4 If I require any further information or evidence from you, I will contact you as quickly as is reasonably possible to ask for it. I ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence I will use all reasonable efforts to proceed without it, however please be aware that I will not ask for further information or evidence unless I consider it important to the successful resolution of your Complaint.
- 5.5 I aim to resolve Complaints within 5 working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

6. Confidentiality and Data Protection

- 6.1 All Complaints and information relating thereto are treated with the utmost confidence.

All personal information that I may collect (including, but not limited to, your name and

address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003).

7. Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy or about my Complaints Procedure, please contact me by email at gillian@gbruntoncoaching.net.

8. Policy Responsibility and Review

- 8.1 Overall responsibility for this Complaints Policy and the implementation thereof lies with me.
- 8.2 This Complaints Policy is regularly reviewed and updated as required.
- 8.3 This Complaints Policy was adopted on 1st May 2023.
- 8.4 This Complaints Policy was last reviewed on 1st May 2023.