

Complaints and Feedback Policy

Business name: CHRIS SHONE (Help Me Sort IT)

Owner: Chris Shone (Sole Trader)

Location: Suffolk, United Kingdom

Policy last reviewed: 20/11/2025

1. Purpose of this Policy

At *CHRIS SHONE (Help Me Sort IT)*, I am committed to providing reliable, caring, and professional tech support services. I value all feedback — whether positive or negative — as it helps me to maintain high standards and improve my service. This policy explains how clients, their families, or representatives can share feedback or raise a complaint, and how I will respond.

2. Aims of the Policy

- To make it easy for clients to share feedback or make a complaint.
- To ensure all complaints are taken seriously and handled promptly, fairly, and confidentially.
- To learn from complaints and use them to improve the quality of service.
- To treat everyone with respect and without discrimination.

3. How Clients Can Give Feedback

Customers are encouraged to share comments, compliments, or suggestions at any time. Feedback can be given:

- Verbally during a visit
- By phone, text, or email
- By completing a Feedback Form
- In writing by letter

All feedback is welcomed and recorded for service improvement.

4. How to Make a Complaint

If you are unhappy with any part of the service, please let me know as soon as possible so I can put things right.

You can make a complaint:

In person – by speaking to me directly

By phone: 07900900748

By email: chris@chrisshone.com

If you prefer, a family member, friend, or representative can make the complaint on your behalf (with your consent).

5. How I Will Handle a Complaint

Acknowledgement:

I will acknowledge your complaint within **3 working days** of receiving it.

Investigation:

- I will review what happened, gather any relevant information, and may contact you to discuss the matter in more detail.

Response:

- I will aim to provide a full response within **10 working days**.
- If more time is needed, I will let you know and keep you updated.

Resolution:

- I will explain what actions have been taken and any steps to prevent a similar issue in future.

All complaints will be treated confidentially and kept securely in line with data protection law (GDPR).

6. If You Are Not Satisfied

If you are unhappy with how your complaint has been handled, you can request a review or seek further advice from an external organisation such as:

Citizens Advice Bureau: www.citizensadvice.org.uk

7. Recording and Learning from Feedback

- All feedback and complaints are logged and reviewed regularly.
- Lessons learned will be used to improve services, training, or procedures.
- Trends or repeated concerns will be reviewed to prevent future issues.

8. Confidentiality and Data Protection

All information relating to feedback or complaints will be handled confidentially and in accordance with **UK GDPR** and **Data Protection Act 2018**.

9. Policy Review

This policy will be reviewed **annually** or sooner if required (e.g. following a complaint or change in regulations).

Signed: *Chris Shone*

Name: Chris Shone

Date: 20/11/2025