



Complaints Policy & Procedures

Version: 25.4

Last Updated: 25/04/2025

Jurisdiction: England, Wales, and Scotland

1. Introduction

At CreativeWP Ltd, we are dedicated to delivering high-quality services and maintaining strong client relationships. We acknowledge that, occasionally, issues may arise. This Complaints Policy outlines our commitment to addressing complaints promptly, fairly, and in accordance with UK regulatory standards.

2. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction, whether oral or written, about the provision of, or failure to provide, a service. This includes complaints about:

- The quality or standard of service
- The behavior or conduct of staff
- Delays in service delivery
- Billing or invoicing issues

Please note: Any complaints around data or how CreativeWP Ltd handles data, must be processed with the Data Protection Officer. You can find this information in your data policy. The DPO complaint process is different to a standard complaint process and therefore may have different timescales, actions and conditions laid out in this standard complaints policy for CreativeWP Ltd.

3. How to Make a Complaint

Clients can submit complaints through the following channels:

- Email: support@creativewp.co.uk
- Subject Line: Formal Complaint – [Your Business Name]
- Include: Your full name, contact details, a clear description of the complaint, relevant dates, and any supporting documentation.

We encourage clients to raise concerns as soon as possible to facilitate prompt resolution.

4. Complaint Handling Process and Timeframes

Our complaint handling process is designed to be transparent and timely, adhering to UK regulatory standards:

Acknowledgment:

- We will acknowledge receipt of your complaint in writing within **5 business days**.

Investigation:

- A thorough investigation will be conducted by a designated staff member. We may contact you for additional information if necessary.

Response:

- We aim to provide a final response **within 8 weeks of receiving the complaint**. If we are unable to do so, we will inform you of the delay, explain the reasons, and indicate when you can expect a final response.

Resolution:

- Our final response will detail our findings, any proposed remedies, and information on how to escalate the complaint if you are dissatisfied with the outcome.
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5. Escalation Process

If you are not satisfied with our final response, or if we have not provided a final response within 8 weeks, you may escalate your complaint to the appropriate external body:

- Financial Ombudsman Service (FOS): For complaints related to financial services.
- Information Commissioner's Office (ICO): For complaints related to data protection and privacy.
- Legal Ombudsman: For complaints related to legal services.

Please refer to the respective websites for guidance on how to submit a complaint.

6. Continuous Improvement

We are committed to continuous improvement and regularly review our complaint handling procedures to enhance our services. Feedback from complaints is used to identify trends and implement necessary changes to prevent future issues.

7. Confidentiality

All complaints will be handled with the utmost confidentiality, in accordance with the Data Protection Act 2018 and UK GDPR. Information will only be shared with individuals directly involved in the complaint handling process.

8. Contact Information

For any questions regarding this policy or to submit a complaint:

- Email: support@creativewp.co.uk
 - Phone: +44 7815 721375
 - Address: CreativeWP Ltd, Orchard Cottage, Beck Orchard, Brampton, Cumbria, CA8 1UR
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We value your feedback and are committed to resolving complaints in a fair and timely manner.

