

## **Complaints Procedure**

### **Our Commitment**

At Anneowen.co.uk, we are committed to providing a professional, respectful and high-quality service. We take all complaints seriously and view them as an opportunity to improve our services.

### **How to Make a Complaint**

If you are dissatisfied with any aspect of our service, please contact us as soon as possible.

You can submit a complaint by:

Email: [hello@anneowen.co.uk](mailto:hello@anneowen.co.uk)

Website Contact Form: <https://www.anneowen.co.uk>

Please include:

- Your name and contact details;
- Details of your complaint;
- Relevant dates and circumstances; and
- The outcome you would like us to consider.

### **What Happens Next**

#### **Acknowledgement**

We will acknowledge your complaint within five working days.

#### **Investigation**

We will review the information provided and may contact you if further details are required.

#### **Response**

We aim to provide a full response within 20 working days. Where additional time is needed, we will keep you informed of progress.

#### **Outcomes**

Following our investigation we may:

- Provide an explanation;
- Apologise where appropriate;
- Correct any errors identified;
- Take steps to improve our services; or
- Explain why we do not uphold the complaint.

#### **Escalation**

If you remain dissatisfied with our response, you may request a further review by contacting us within 30 days of receiving our decision.

**Data Protection Complaints**

If your complaint relates to the way we collect, use, store or protect your personal information, please indicate this when contacting us.

We will investigate concerns in accordance with UK data protection legislation.

If you remain dissatisfied after our response, you have the right to raise your concerns with the Information Commissioner's Office (ICO).

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