



Beverley Thomas BA (Hons), MA

Wedding | Property | Commercial Photography

COMPLAINTS PROCEDURE

September 2026

Our Aim

Beverley Thomas Photography aims to provide a professional, courteous and reliable service. If something has gone wrong, clients are encouraged to raise the matter promptly so that it can be considered fairly and, where possible, resolved.

1. How to Make a Complaint

Please email bev@beverleythomasphotography.co.uk or write to Beverley Thomas Photography, 16 West Street, Pembroke, Pembrokeshire SA71 4ET. Please include your name, contact details, booking or invoice reference where available, a clear description of the concern and the outcome you are seeking.

2. Acknowledgement

A complaint will normally be acknowledged within 5 working days. If more information is needed to understand the issue, you may be contacted for clarification.

3. Review

The circumstances, relevant correspondence, agreement, photographs or other records will be reviewed. Complaints will be considered objectively and confidentially as far as reasonably possible.

4. Response

A written response will normally be provided within 20 working days of receiving sufficient information to investigate the complaint. If more time is reasonably required, you will be told why and given an updated timescale.

5. Resolution

Where a complaint is upheld, an appropriate remedy will be considered in light of the circumstances and the applicable agreement and law. This may include correcting an error, completing agreed remedial work, an apology, or another proportionate solution.

6. If You Remain Dissatisfied

If you remain dissatisfied, you may seek independent advice about any rights or remedies available to you. A privacy or data-protection complaint may also be raised with the Information Commissioner's Office where applicable.

7. Records

A reasonable record of complaints and their outcome may be retained for business administration, legal and service-improvement purposes in accordance with the Privacy Notice and retention practices.

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