

THIS DOCUMENT OUTLINES THE COMPLAINTS HANDLING POLICY OF TINA BRUNNER, TRADING IN THE NAME OF ASSISTICO.

1 OVERVIEW

- 1.1 I am committed to providing a professional, reliable and high-quality service to my Customers.
- 1.2 This policy explains how complaints relating to Assistico's Services and the handling of Personal Information can be raised and how they will be managed.
- 1.3 I welcome feedback and will seek to resolve complaints fairly, consistently and within reasonable timescales.

2 DEFINITION OF TERMS

- 2.1 **"Customer"** - an individual, business, company or other organisation that I provide Services to under contract.
- 2.2 **"The Services"** - the Services agreed under or related to our contract.
- 2.3 **"Personal Information"** – any information relating to an identified or identifiable individual, as defined by GDPR.

3 SCOPE OF THIS POLICY

- 3.1 This policy applies to:
 - (a) complaints made by Assistico Customers relating to the Services provided by Assistico;
 - (b) complaints relating to Personal Information where Assistico acts as a data controller in relation to its own business activities, including concerns about how Personal Information has been collected, used, stored, shared, protected or otherwise handled.
- 3.2 Where Assistico processes Personal Information solely on behalf of a Customer as a data processor, complaints, requests or concerns relating to that processing should be directed to the relevant Customer as data controller.
- 3.3 This policy does not apply to complaints about the services, decisions, actions or conduct of Assistico's Customers, their employees, workers, volunteers, members, participants, service users or any third party connected with a Customer's activities. Such complaints should be directed to the relevant organisation responsible for those activities.

4 HOW TO MAKE A COMPLAINT

- 4.1 Complaints should be submitted by email to tina@assistico.co.uk.
- 4.2 Complaints should include:
 - (a) the complainant's name and contact details;
 - (b) details of the complaint;
 - (c) any relevant dates, correspondence or supporting information; and
 - (d) the outcome sought.

5 HOW COMPLAINTS WILL BE HANDLED

- 5.1 Upon receipt of a complaint, Assistico will:
 - (a) acknowledge the complaint within 5 working days;
 - (b) review the information provided;
 - (c) request further information if necessary, including appropriate proof of identity where required; and
 - (d) investigate the complaint.
- 5.2 As Assistico is operated by a sole trader, all complaints are investigated and managed directly by Tina Brunner.

6 COMPLAINT OUTCOMES

- 6.1 Assistico aims to provide a full written response and outcome within 30 working days of receiving a complaint.
- 6.2 Where a complaint is particularly complex, involves third parties, requires additional evidence or further investigation, the 30 working day timescale may be extended.
- 6.3 Where an extension is necessary, Assistico will explain the reason for the delay, provide an updated expected response date and keep the complainant informed of progress where reasonably practicable.

7 DATA PROTECTION COMPLAINTS

- 7.1 Where a complaint relates to Personal Information processed by Assistico as a data controller, Assistico will investigate the matter and respond in accordance with applicable data protection legislation.
- 7.2 Where a complaint relates to Personal Information processed by Assistico solely on behalf of a Customer as a data processor, Assistico will signpost the complainant to the relevant Customer as data controller.

8 FURTHER ACTION FOR DATA PROTECTION COMPLAINTS

- 8.1 If a complainant remains dissatisfied with the outcome of a complaint relating to Personal Information, they may contact the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk/make-a-complaint/

9 REVIEW OF THIS POLICY

- 9.1 This policy will be reviewed periodically and updated where necessary.
- 9.2 You will be able to access the latest version of this document at www.assistico.co.uk.