



Feedback and Complaints Policy

Pronounced80 Solutions Limited

Freeing business from the tyranny of legacy software

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1. Purpose

To welcome feedback and resolve complaints fairly, promptly and transparently.

2. Scope

Feedback and complaints from clients, suppliers, candidates and members of the public regarding our services or conduct.

3. How to Provide Feedback or Raise a Complaint

- Email: info@pronounced80.com
- Or via the contact form at <https://pronounced80.com/contact>

Please include a clear description, any relevant references, and the outcome you are seeking.

4. Acknowledgement and Response

- Acknowledgement: within 3 business days.
- Substantive response: within 15 business days, or sooner where possible.
- If more time is needed, we will explain why and provide a revised timeline.

5. Process

1. Log the complaint with date, source and details.
2. Investigate fairly and proportionately.
3. Decide on outcome and any corrective action.
4. Respond in writing.
5. Record lessons learned and update processes where appropriate.

6. Escalation

If you are not satisfied with the outcome, you may request a review by the Director, who will respond within a further 15 business days.

7. Data Protection Concerns

Concerns about how we handle personal data may also be raised with the UK Information Commissioner's Office (<https://ico.org.uk>).

8. Records

Complaints and outcomes are recorded confidentially and used to improve our services.