

Complaints and Feedback Policy

Legal operator	Pariter Limited trading/operating the F-Stop Creative brand
Company number	05308864
Registered office	5/6 Salmon Fields Business Village, Oldham, Lancashire, OL2 6HT
Contact email	info@fstopcreative.co.uk
Policy owner	Ian Chadwick, Director
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Purpose

F-Stop Creative aims to deal with feedback and complaints fairly, promptly and constructively. This policy applies to website feedback and general service concerns. It does not override signed client terms, statements of work, dispute resolution provisions, professional advice terms or payment terms.

How to raise a complaint

Complaints should be sent to info@fstopcreative.co.uk and marked "Complaint" in the subject line. Please include your name, organisation, contact details, project reference if relevant, a summary of the issue, any key dates and the outcome you are seeking.

Process

Stage	What happens	Indicative timing
Acknowledgement	We will acknowledge receipt and identify who is handling the complaint.	Usually within 5 business days
Review	We will review relevant communications, project documents, approvals, deliverables and website records.	Usually within 20 business days
Response	We will provide a written response, proposed action or explanation.	Usually within 20 business days of acknowledgement
Further review	If you remain dissatisfied, we may arrange a senior review or meeting where appropriate.	Timing depends on issue complexity

Project-specific issues

For client work, the signed proposal, statement of work, approval record and client terms may set out specific review, revision, variation, payment and dispute procedures. Those documents should be checked before escalation.

Records

F-Stop Creative will keep proportionate records of complaints, responses and outcomes. Complaint records may be retained for legal, insurance and service improvement purposes.