

Complaints Procedure – Golden Companion

At Golden Companion, we are committed to providing a caring, respectful, and reliable companionship service. We value feedback and take any concerns seriously, as it helps us improve and maintain high standards of support.

Raising a Concern

If you or a family member is unhappy with any aspect of our service, we encourage you to contact us as soon as possible so we can resolve the issue quickly and fairly.

Please contact:

Sophie Hamilton

Golden Companion

Email: help@goldencompanion.co.uk

Phone: 01483 910993

How Complaints Are Handled

- All concerns will be acknowledged promptly.
- We will listen carefully and investigate the matter fairly.
- We aim to respond within 5 working days where possible.
- Where appropriate, we will agree on actions to resolve the issue.

Our Commitment

We treat all complaints confidentially and without prejudice. Raising a concern will never affect the quality of service provided.

Further Advice

If you remain dissatisfied after contacting us, you may seek independent advice from relevant consumer or support organisations.