



Complaints Procedure

How to raise a complaint about Wizard Application®; or Wizard Software Solutions Ltd, and what happens next.

We aim to provide a reliable, high-quality service, but we recognise that things can occasionally go wrong. This Complaints Procedure explains how to raise a complaint about wizardapplication.com, Wizard Application™ (the “Service”), or Wizard Software Solutions Ltd, and how we will handle it.

What counts as a complaint

A complaint is an expression of dissatisfaction about our service, our staff, or how we have handled a matter, where you are looking for a resolution. It is different from:

- A general support request, which our [Help Centre](#) and support team handle day to day;
- A report about AI-generated content or AI behaviour, which is handled under our [AI Content Reporting Policy](#); and
- A suggestion for a new feature, which you can submit from our [Development](#) page.

If you are not sure which route applies, contact us and we will point you the right way.

How to complain

You can submit a complaint by emailing support@wizardapplication.com or using our [contact form](#). To help us investigate quickly, please include:

- Your account or company name, if applicable;
- A clear description of what happened and when;
- What outcome you are looking for; and
- Any supporting information, such as screenshots or reference numbers.

Our three-stage process

Stage 1, acknowledgement. We will acknowledge your complaint within 2 working days.

Stage 2, investigation and response. We will investigate and aim to provide a full response within 10 working days. If the matter is complex, we will let you know and provide a revised timescale. Where appropriate, we will explain what went wrong, what we are doing to put it right, and any steps we are taking to prevent it happening again.

Stage 3, escalation. If you are not satisfied with the outcome, you may ask for your complaint to be reviewed by a senior member of our team by replying to our response and requesting an escalation.



We will confirm receipt and provide a final response within a further 10 working days.

Recording and confidentiality

We keep a record of complaints and how they were resolved so we can identify patterns and improve the Service. Complaint records are handled under the same safeguards as the rest of your data, as described in our [Privacy Policy](#), and are only shared internally with those who need them to investigate and respond.

Data protection and security complaints

If your complaint relates to how we handle personal data, please also see our [Privacy Policy](#), which sets out your rights and the relevant regulator for the region you are in. You can raise a data protection concern with us directly at legal@wizardapplication.com. You also have the right to complain to your local data protection authority at any time, for example the Information Commissioner's Office (ICO) in the UK, though we would appreciate the opportunity to resolve your concern with us first.

Other external bodies

Depending on the nature of your complaint, other bodies may also be able to help, for example the Advisory, Conciliation and Arbitration Service (Acas) or the Equality and Human Rights Commission (EHRC) for employment or equality-related matters connected to recruitment features.

Contact

For any questions about this procedure, contact us at legal@wizardapplication.com.

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