



POLICIES AND PROCEDURES RESOURCES

Customer introduction/This Is Me document:

- Sample document – to be adjusted to suit your enterprise/service/customer base: [This is me document](#)

Complaints policy:

- Complaints policy sample: [Customer Complaints Policy](#)

Health and safety policy:

- Simple H&S policy: [Prepare a health and safety policy - HSE](#)

Incident and accidents reporting:

- Sample incident and accident report form: [Incident and Accident Reporting Form](#)

Lone working:

- Lone worker guidance: [Protecting lone workers](#)

Food and Drink:

- Food Standards Agency [Homepage | Food Standards Agency](#)

Data Protection:

- [Create your own privacy notice | ICO](#)
- [Data protection self assessment - medium businesses | ICO](#)

Contracts and agreements:

- free contract (service agreement) template: [Free Service Agreement Template | LawDepot \(United Kingdom\)](#)

Safeguarding policy:

- Safeguarding policy document guidance: [Safeguarding Policy guidance](#)



Risk assessments:

- Managing risks at work (HSE): [Managing risks and risk assessment at work: Overview – HSE](#)
- Sensible risk assessment in care settings (HSE): [Sensible risk assessment in care settings - HSE](#)

Customer feedback/reviews:

- Sample customer feedback form: [Sample customer feedback form](#)

The links on this document are correct as of 8 May 2026. They will be checked and reviewed by 7 May 2027.