



EQUILIBRIUM
MESSAGE & WELLNESS

POLICY FOR HANDLING COMPLAINTS

At Equilibrium Massage & Wellness, we take complaints very seriously and try to ensure that all our clients are pleased with their experience of our treatments.

When a person complains, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

This procedure is based on these objectives:

1. The person responsible for dealing with any complaint about the service which we provide is Georgia Morley.
2. If a person complains on the telephone or via email, we will listen to them and respond to the person directly.
3. If any persons complains in writing the letter will be also dealt with directly by Georgia Morley.
4. We will acknowledge all complaints in writing via the email or address provided and enclose a copy of this code of practice as soon as possible, normally within three working days.
5. We will seek to investigate any and all complaints within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the person does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the person, giving reasons for the delay and a likely period within which the investigation will be completed.

6. We will confirm the decision about the complaint in writing immediately after completing our investigation.

7. Proper and comprehensive records are kept of any complaint received.

8. If persons are not satisfied with the result of our procedure then the complaint can be taken further. If you have already spoken to the practitioner involved you can contact the governing body of whom they are registered. Please ask Georgia Morley directly who can offer this information.

This document was updated in August 2020 and will be reviewed annually.