

Complaints Procedure



Brighton Holistics

**Registered and Accredited College for the Federation of
Holistic Therapists, Guild of Holistic Therapists & The
Complementary Medical Association.**

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Contact Details

Brighton Holistics at Brighton (Main Office)

The Conifers
206 Warren Road
Brighton
BN2 6DD
01273 672 690

Lodge Hill Holistics

Lodge Hill Centre
Watersfeild
Pulborough
RH20 1LZ
01798 888 233

Email: info@BrightonHolistics.co.uk

Web: www.BrightonHolistics.co.uk
www.BrightonHolisticsReiki.co.uk
www.BrightonHolisticsTherapies.co.uk
www.LodgeHillHolistics.co.uk



Making a complaint

We hope that the services you receive from us are of the quality you need. However, we know that there may be times when you are unhappy with the service you receive, or you may want to suggest a way to improve it.

The people who can best deal with most concerns are those who provide the service. We can normally resolve concerns, mistakes and misunderstandings quickly.

Your complaints are important to us. They help us to:

- Put things right when they go wrong
- Listen and learn; and change and improve the way we provide services.

So don't be worried about telling us your concerns

When should I complain?

Our complaints procedure is intended for those times when you feel we have failed to deliver what we should. The standards we aim to achieve are set out in our service standards and customer service charter. If our service falls short, you should make a complaint. Examples of when to complain are if we:

- Fail to take action after you first contacted us
- Failed to provide a service on time, or to the standard we promised
- Were not patient, helpful and respectful in dealing with you
- Provide a service that was unfair
- Got something wrong

How can I complain?

We want to make it easy for you as possible to let us know if you feel something has gone wrong

You can complain:

- by telephone on 012 73 672 690
- in writing by letter
- in person, at our office
- by email info@BrightonHolistics.co.uk

If you need any help, please telephone us.





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