



# Brighton Holistics

[www.BrightonHolistics.co.uk](http://www.BrightonHolistics.co.uk)

## Complaints Procedure for Brighton Holistics



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### Contact Details

**Telephone:** 01273 672 690

**Email:** [info@BrightonHolistics.co.uk](mailto:info@BrightonHolistics.co.uk)

**Web:** [www.BrightonHolistics.co.uk](http://www.BrightonHolistics.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 as easy for you as possible to let us know if you feel something has gone wrong

You can complain:

- ◇ by telephone on Brighton, 01273 672 690 option 1
- ◇ in writing by letter
- ◇ by email: [jon@BrightonHolistics.co.uk](mailto:jon@BrightonHolistics.co.uk)

**If you need any help, please telephone us on 01273 672 690**