**Honor Oak Wellness Rooms**

**Customer Complaints Policy**

**Policy Agreed 28th February 2019**

The Honor Oak Wellness Rooms is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

**Summary:**

We want to resolve your complaints as soon as possible. Please speak with, call or email our team and we’ll do our best to fix any problems you may be having with our services, as soon as possible.

**Our Responsibilities:**

* To provide an efficient, fair and structured mechanism for handling complaints.
* To provide our customers with access to the complaints handling process, including those customers  with disabilities and special needs.
* To keep customers informed as to the progress of their complaint and the expected timeframe for  resolution.
* Review our complaints quarterly so that we can improve our standard of customer service.

**Handling Your Complaint:**

* Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
* If your complaint is urgent, (for example, for medical reasons) we will prioritise your complaint and attempt to resolve it within 2 working days. If we cannot, we will explain why and the reasons for taking longer.
* We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
* Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.
* Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
* We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
* We may impose a charge for handling your complaint in special circumstances. Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you.

**Step One:**

If you have a complaint regarding any aspect of your dealings with The Honor Oak Wellness Rooms, we urge you to telephone our reception in the first instance. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us.   
If you prefer to put your complaint in writing, we will respond to your letter/email and will confirm any details in writing if you request us to do so. `

Please ask us if there is any other method you would like to use to send a complaint to us.

**Step Two:**

Complaints made to the Honor Oak Wellness Rooms are overseen by our management committee. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take longer (in which case we will update you with a reason for the delay and the expected timeframe).

If you are not satisfied with the response tendered to you, you may ask the management committee to escalate your complaint to senior management directly. If so, we will try to make a senior management representative available to address the complaint as soon as possible.

**Step Three:**

When your complaint is resolved, we will confirm this with you within 10 business days. If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside bodies:

**GCC (General Chiropractic Council)**

For complaints about the quality of your Chiropractic Care including matters of:

* Treatment, care or advice given by a chiropractor
* Any aspect of the professional or personal behaviour of a chiropractor
* The physical or mental health of a chiropractor

You can register your complaint for investigation with the GCC here: <https://www.gcc-uk.org/concerns/make-a-complaint/>

**Citizens Advice**

If your complaint relates to your consumer rights, you can contact [Citizens Advice](https://www.citizensadvice.org.uk/consumer/). They can also refer your complaint to local Trading Standards officers who may then investigate on your behalf. **Citizens Advice**: 0345 404 0506

**Approved by the Honor Oak Wellness Rooms Management Committee**

Signed…………………………………………………………………………

(Chair of Honor Oak Wellness Rooms)

Date…………………………………………………………………………….