

Complaints Policy of iTech-Ed Hypnotherapy

iTech-Ed Hypnotherapy views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

We will:

- Provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint;
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- Make sure everyone at iTech-Ed Hypnotherapy knows what to do if a complaint is received;
- Make sure all complaints are investigated fairly and in a timely way;
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired; and
- Gather information that helps us to improve what we do.

Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of iTech-Ed Hypnotherapy.

Where complaints come from

Complaints may come from clients. A complaint can be received verbally, by phone, by e-mail, or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the CEO.

Review

This policy is reviewed regularly and updated as required.

Adopted on:

27 November 2017

Review date:

27 November 2019