

Lavender Thai Therapy Complaints Procedure



Policy Statement

Lavender Thai Therapy is committed to providing exceptional service. However, sometimes mistakes are made. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. This complaints procedure is for people who feel dissatisfied with the service. You have a right to complain and have it investigated. Our Centre aims to learn from any mistakes and the complaints procedure is seen as very important in the continuous improvement cycle.

Our formal Complaints Policy is available on request, in both a written and electronic format.

How to complain

Firstly, raise your complaint with the member of staff responsible for the service about what you are complaining. If the matter is not resolved, promptly or fully, by them, then the shop's manager will become involved. The aim will be to work with you, and the individual or team to reach a satisfactory solution. If you are not satisfied with how your complaint has been handled, you may begin a formal complaint procedure by putting the nature of your complaint in writing to me, as the Director.

What will happen next?

1. The Director will send you a letter acknowledging receipt of your complaint with 10 working days of receiving it, enclosing a copy of this procedure.
2. The Director will then investigate your complaint. This will normally involve reviewing your complaint with others involved.
3. The Director will send you a written reply to your complaint, including suggestions for resolving the matter within 10 days of sending you the acknowledgment letter.

Thank you for your kind attention,

Bill Lavender
Director
Amazing Thai Therapy Ltd t/a Lavender Thai Therapy
January 2022