



CLARITY

Therapy Centre

POLICY FOR HANDLING COMPLAINTS

At The Clarity Therapy Centre we take complaints very seriously and try to ensure that all our practitioners and visitors are pleased with their experience of our service.

When a person complains, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled. We learn from every mistake that we make and we respond to customers' concerns in a caring and sensitive way.

This procedure is based on these objectives:

1. The person responsible for dealing with any complaint about the service which we provide is Callie Rashid.
2. If a person complains on the telephone or at the reception desk, we will listen to their complaint and offer to refer them to management immediately. If management is not available at the time, then the person will be told when they will be able to talk to management and arrangements will be made for this to happen. The member of staff will take brief details of the complaint and pass them on. If we cannot arrange this within a reasonable period or if the person does not wish to wait to discuss the matter, arrangements will be made for someone else to deal with it.
3. If any persons complains in writing the letter will be passed on immediately to Management.
4. If a complaint is about any aspect of clinical care or associated charges it will normally be referred to the Practitioner providing the treatment. The Clarity Therapy Centre does not provide any treatments and holds no responsibility or liability fo the treatments provided. Nor does it take any payments for treatments. The Clarity Therapy Centre operates as a room hire service for qualified practitioners. Each practitioner works independently not on behalf of the Clarity Therapy Centre.

5. We will acknowledge all complaints in writing via the email or address provided and enclose a copy of this code of practice as soon as possible, normally within three working days.
6. We will seek to investigate any and all complaints within ten working days of receipt to give an explanation of the circumstances which led to the complaint. If the person does not wish to meet us, then we will attempt to talk to them on the telephone. If we are unable to investigate the complaint within ten working days we will notify the person, giving reasons for the delay and a likely period within which the investigation will be completed.
7. We will confirm the decision about the complaint in writing immediately after completing our investigation.
8. Proper and comprehensive records are kept of any complaint received.
9. If persons are not satisfied with the result of our procedure then the complaint can be taken further. If it is about a Clarity Therapy Centre service you can contact trading standards. If it is about a treatment provided within the Clarity Therapy Centre and you have already spoken to the practitioner involved you can contact the governing body of whom they are registered. We can provide you with their governing body details if required.

This document was updated in April 2020 and will be reviewed annually.