



Phil Stanley trading as Come On Coaching

COMPLAINTS POLICY

I am committed to providing a high-quality service to all of my clients. If something happens that you are not satisfied with, I encourage you to tell me about it as soon as possible. Complaints provide me with an opportunity to learn and improve for the future, as well as a chance to put things right for you.

Policy Aims

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of my complaints procedure so that people know how to contact me to make a complaint.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps me to improve what I do.

Policy Scope

- The treatment and service received by clients who have participated in face to face or online sessions.
- The quality of the product received by individuals purchasing any merchandise from my website.

Confidentiality

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

Procedure

A complaint can be received verbally, by email or in writing. Please contact me with full details of your dissatisfaction within 14 days of the matter for which you wish to complain.

What will happen next?

1. A full account of the complaint will be recorded.
2. I will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
3. I will then investigate your complaint within 14 days.
4. I will send you a detailed written reply to your complaint, confirming what took place and any solutions that have/were agreed with you.

5. At this stage, if you are still not satisfied, you should contact me again and I will arrange for an independent party / governing body to review the decision.
6. I will write to you again within 14 days of receiving your request for a review, confirming my final position on your complaint and explaining my reasons for the decision taken.