

# Complaints Procedure

**Hare Moon Holistic Therapies** is committed to providing a professional, caring and high-quality reflexology service. If you are unhappy with any aspect of the service you have received, I welcome your feedback and will make every effort to resolve your concerns promptly, fairly and confidentially.

## How to Make a Complaint

If you have a complaint, please contact me as soon as possible by email, telephone or in writing, providing as much detail as possible about your concerns.

**Email:** [your email address]

**Telephone:** [your phone number]

## What Will Happen Next?

- I will acknowledge receipt of your complaint within **five working days**.
- Your complaint will be investigated carefully and impartially.
- Where appropriate, I may contact you for further information or to discuss the matter.
- I aim to provide a full written response within **20 working days**. If more time is needed, I will keep you informed of the reason for the delay and when you can expect a response.

## Resolution

Every effort will be made to resolve complaints fairly and respectfully. Depending on the circumstances, this may include:

- An explanation of what happened.
- An apology where appropriate.
- Steps to address the issue.
- Changes to procedures where necessary to improve the service provided.

## Confidentiality

All complaints will be handled confidentially and in accordance with UK data protection legislation. Information relating to your complaint will only be shared where necessary to investigate and resolve the matter or where required by law.

## If You Are Not Satisfied

If you remain dissatisfied after receiving my final response, and your complaint relates to professional conduct or standards of practice, you may contact the **Association of Reflexologists (AoR)** for advice on their complaints process.

## **Review**

This Complaints Procedure is reviewed periodically to ensure it remains fair, effective and up to date.

**Last updated:** July 2026