

School of Holistic Therapy

Complaints Procedure

Policy Statement

The School of Holistic Therapy is committed to providing excellent customer service to everyone who is affected by our business. We do not look at complaints as unwanted and we are firmly committed to a process of continuous improvement of which the complaints procedure is just one element.

Recognising that sometimes things go wrong, or mistakes are made, this policy outlines the procedures to follow to make a complaint and the internal procedures we follow to manage the process. A copy of this procedure will be sent to anyone making a complaint.

Complaints Process

1. If you have a complaint, please contact us with the details – by email to simonetta.logan@holistic-school.com or in writing to 15/1 Spey Street, Edinburgh EH7 4PY
2. We will send you a letter or email acknowledging receipt of your complaint within five working days of receiving it and enclose/attach a copy of this procedure with it
3. We will then investigate your complaint. This will normally be reviewed by the School Director, Simonetta Logan.
4. If the School Director is specifically mentioned and forms an integral part of the complaint, then one of the school teaching assistants will review and/or advise the relevant organisation it should be directed to.
5. When the reviewer has considered the detail of the complaint, the person raising the complaint will receive a written response detailing any proposed remedial action. This will be done within 28 days of the receipt of the original complaint.
6. As there is no more senior person to undertake a second review, if at this stage the person raising the complaint is not satisfied, they should contact the first reviewer so they can arrange for someone unconnected with the matter to review the decision.
7. Following a second review, the person raising the complaint will be provided with a written response within 14 days detailing any changes to the previously proposed remedial action. In the majority of cases the second review will be the final position of the School of Holistic Therapy, however, this final response will also indicate if, and how, the complaint can be progressed beyond this second stage.
8. If at any stage the person making the complaint wants to stop a complaint from being progressed, they can do so in writing or email to the School Director or representative they initially contacted.

Reviewed 18/10/22