

## Customer Complaints Policy Summary

Natural Edge Coaching is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

### Summary:

We want to resolve your complaints as soon as possible. Please write to us at [Sam@naturaledgecoachinguk.co.uk](mailto:Sam@naturaledgecoachinguk.co.uk) we'll do our best to fix any problems you may be having with our service, as soon as possible.

### Our Responsibilities:

To provide an efficient, fair and structured mechanism for handling complaints.

To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.

To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.

Quarterly review of our complaints so that we can improve our standard of customer service.

### Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.
- Making a complaint should normally be free. If we think your complaint requires a charge, we will not impose one without discussion with you. If your complaint is upheld in your favour, and we have charged you complaint handling fees, we will refund you the full amount of the fees charged within 30 days.

#### Step One:

If you have a complaint regarding any aspect of your account or dealings with The company, we urge you to telephone us on 07714 410 359 in the first instance. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us. We will document your complaint on the customer complaints form attached in Appendix 1.

If you prefer to put your complaint in writing, we will respond to your letter and will confirm any details in writing if you request us to do so.

You can also make a complaint by using any of the other contact methods on our [website](#), or please ask us if there is any other method you would like to use to send a complaint to us.

#### Step Two:

After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

#### Step Three:

When your complaint is resolved, we will confirm this with you within 10 business days.

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you might consider referring your complaint to a free mediation company or other outside bodies.

#### Mediation statement

Mediation is a form of dispute resolution where communication between the parties to a dispute is supported by a third party, the mediator, with a view to helping the parties reach an agreement to resolve their differences. If you have been in touch and we have been unable to resolve your concerns, then this resource may be helpful. Mediation Hertfordshire is a company which offers these services and is easy to connect with. Using the link above or [www.mediationherts.org.uk](http://www.mediationherts.org.uk) you can make contact and be advised further.

#### *Citizen Advice Bureau (CAB)*

Before you contact the helpline, you should have a pen and paper ready.

To help the adviser give you the most relevant advice, you should be ready to give them as much of the following information as you can:

- brief details of your problem, eg. when you paid for the item or the service, how much you paid, how you paid for it, whether you did so in a shop or online
- the seller or trader's name and address
- what you've done so far to try to solve the issue
- your reference number (if you've already contacted the helpline about the same problem)

<https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/>

Citizens Advice consumer helpline: **0808 223 1133**

Textphone: 18001 0808 223 1133

To contact a Welsh-speaking adviser: **0808 223 1144**

Textphone to contact a Welsh-speaking adviser: 18001 0808 223 1144

Monday to Friday, 9am to 5pm

Closed on bank holidays

#### *Companies House*

If your ongoing complaint is relevant to Companies House, for example the company:

- is committing fraud or running scams
- sold you a faulty product or service
- owes you money
- files late or fraudulent documents
- is evading tax
- is causing harm to its suppliers or customers

To find out how visit: <https://www.gov.uk/complain-company/y>

#### **Other**

You may also obtain legal advice from your solicitor as an alternative avenue for resolution.

Created: March 2020

Review date: March 2022

This policy will be reviewed every two years or sooner in the event of legislative changes or revised policies and best practice.

Policy Owner: Natural Edge Coaching Ltd

## Appendix 1: Customer Complaints Form

### Customer Information

Customer Name:
Customer Invoice number:
Customer Address:
Contact Name:
Contact Number:
Contact Email:

### Complaint Information

Complaint date and time:
Location of incident:
Subject of the complaint:
Complaint details:
Corrective Actions taken:
By whom: <span style="float: right;">Date:</span>
Corrective Actions follow up:
By whom: <span style="float: right;">Date:</span>
Complaint resolved:
By whom: <span style="float: right;">Date:</span>
What steps should be considered to avoid repeat of the problem:
By whom: <span style="float: right;">Date:</span>

**Name of person completing this form**

**Signature.**