

Complaints Policy: Embrace Nutrition Ltd

Introduction

Embrace Nutrition views complaints as an opportunity to learn and improve for the future. We take complaints seriously and endeavour to treat everyone fairly and to find a satisfactory resolution.

- Our policy is to provide a fair complaints procedure which is clear and easy to use.
- To make our complaints procedure easily accessible from our website
- To ensure that everyone at Embrace Nutrition knows what to do if a complaint is received
- To investigate all complaints fairly and in a timely way
- To gather information so that we can improve what we do

Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Embrace Nutrition programmes or services.

Confidentiality

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

Responsibility

Overall responsibility for this policy and its implementation lies with the Director of Embrace Nutrition.

Review

This policy is reviewed regularly and updated as required.

Complaints Procedure

Publicised Contact Details for Complaints

Written complaints may be sent to Embrace Nutrition Ltd. 2 Levylsdene, Guildford, Surrey GU1 2RS or by email to helen.gowers@embrace-nutrition.co.uk. Verbal complaints may be made to any of Embrace Nutrition staff members.

Receiving Complaints

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number

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- Note the relationship of the complainant to Embrace Nutrition, e.g. An employer or someone who is a participant on an Embrace nutrition programme.
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or email so that the complaint is recorded in the complainants own words.

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they should be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to Embrace Nutrition Director within five working days.

On receiving the complaint, the Director records it in the complaint's logbook. If it has not already been resolved, they will delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the complainant can expect a reply. A copy of this complaint's procedure should be attached. Ideally, complainants should receive a definitive reply within a month. If this is not possible, because, for example, and investigation has not been completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusion from the investigation, and any action taken because of the complaint.

Escalating a complaint

The complainant can complain to the Citizen's Advice at any stage. Details of how to contact them can be found on their websites. <https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/>

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify trends which may indicate a need to take further action.

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