

Roseheart Kingdom 'Therapy Centre for People & Animals' Complaints Procedure

1. The following gives general guidance to anyone who may wish to make a formal complaint against any Practitioner or Teacher at Roseheart Kingdom, 'Therapy Centre for People & Animals' and its employees.
2. Obviously before making a formal complaint in writing do consider whether a mere telephone call to the Centre would resolve the issue you might be having, as often it can be as simple as a complete misunderstanding between two parties.
3. If the issue/complaint remains unresolved then you are able to exercise the formal complaints procedure by completing the attached Complaints Form.
4. Upon receipt of a signed and dated Complaints Form together with additional correspondence as felt necessary to be included by the complainant, Roseheart Kingdom will acknowledge the complaint/issue within 48 hours.
5. After a thorough investigation into the complaint/issue, Roseheart Kingdom will issue a full response in writing within 3 weeks in order to resolve the matter concerned.
6. Finally as always Roseheart Kingdom, 'Therapy Centre for People & Animals' are happy to receive any comments or complaints be they good or bad not only about the Centre and its staff itself but also about any other school or teaching practices (establishment) that you might have had issues with.