

Compliments & Complaints Policy

Emma James Wellness



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Emma James Wellness is committed to providing excellent service for clients. Your feedback is important and I would like to hear from you if you are particularly pleased or dissatisfied with any aspect of the service.

Compliments

Clients are encouraged to complete an online or printed client feedback form, to capture your positive experiences and exceptional client support.

You can also email your feedback directly to Emma James (CEO of Emma James Wellness) to **emmajameswellness@outlook.com**

Compliments may be used for social media publicity purposes. Please state if you wish to remain anonymous.

Complaints

If you feel that there are any improvements that could be made, please let me know so that I can learn from any mistakes and implement positive changes for future practice.

If you wish to make a formal complaint, please contact Emma James as soon as possible at **emmajameswellness@outlook.com** with the full details of your complaint, where it will be taken seriously and dealt with promptly.

You will receive a written response within 7 days of making your complaint, to discuss the nature of the complaint and actions that you would like to see happen in order to resolve the issue. Where necessary, complaints will be fully investigated by an independent person(s) and you will be kept informed throughout the process.

To find out more, visit <https://ejwellness.wixsite.com/wellness>