Reiki and Relax

Complaints Procedure

Effective Date: 22Sep2026
Business Name: Reiki and Relax

1. Purpose

Reiki and Relax is committed to maintaining a positive, respectful, and professional environment for all individuals who engage with our services. This procedure provides a fair and transparent process for any person to raise concerns or complaints relating to the services, treatments, training, or decisions made by the business.

2. Scope

This procedure applies to all persons accessing or engaging with [Insert Business Name], including:

- Clients and customers
- Learners and trainees
- Models used for training
- Visitors
- Prospective clients or students

3. Definitions

3.1. Complaint: An expression of dissatisfaction or concern relating to services, conduct, decisions, standards, communication, or processes.

3.2. Complainant: The individual submitting the complaint.

4. Raising a Complaint

4.1. Informal Resolution: Where appropriate, individuals are encouraged to raise concerns informally first, directly with the relevant practitioner, trainer, or member of staff.

4.2. Formal Complaint: If the matter cannot be resolved informally, or if the concern is serious in nature, a formal written complaint may be submitted.

4.3. Submission Requirements: Formal complaints should be submitted using the official Complaint Form, available from: [insert department / email / office].

5. Complaint Review Process

5.1. Acknowledgement: On receipt, the complaint will be acknowledged in writing within [insert timeframe] working days.

5.2. Investigation: A fair and impartial investigation will be carried out, which may include speaking with those involved and reviewing documentation/evidence.

5.3. Outcome: A written outcome will be provided within [insert timeframe] working days, detailing findings and any action taken or recommended.

6. Right to Appeal

If the complainant is not satisfied with the outcome, they may submit an appeal. Appeals are handled under the Appeals Procedure.

7. Confidentiality

Information relating to complaints will be managed in confidence, and only shared with those directly involved in handling or resolving the matter.

8. Protection From Retaliation

No person will be treated unfairly, disadvantaged, or penalised for raising a complaint in good faith. Retaliation will be considered misconduct and may be subject to disciplinary action.

9. Training & Awareness

All staff and practitioners will be informed of this procedure and supported to understand their responsibilities in responding to complaints professionally.

10. Review of Procedure

This procedure will be reviewed periodically and updated where required to reflect operational, professional, or regulatory requirements.

11. Contact Information

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