

Complaints Procedure

Brambleside Holistics

Last updated: 31 August 2026

I hope every customer and client has a positive experience with Brambleside Holistics. If something has not met your expectations, I welcome the opportunity to hear your concerns and, where possible, put things right.

Step 1 - Talk to me

If you feel comfortable doing so, please raise your concern with me as soon as possible. Many concerns can be resolved quickly through an open and respectful conversation.

Step 2 - Make a formal complaint

If your concern cannot be resolved informally, or you would prefer to make a formal complaint straight away, you may submit your complaint in writing by email.

Please include:

- Your name
- A description of your concern
- Any relevant dates, appointment or order details
- What outcome you are hoping for

I will acknowledge your complaint within five working days.

Investigation and response

I will consider your complaint carefully, respectfully and fairly and aim to provide a full written response within twenty working days. If I need additional information or more time, I will let you know and keep you informed.

Products and purchases

If your complaint relates to a product or order, I may ask for photographs, order details or for an item to be returned where appropriate so that I can investigate the issue. This complaints procedure does not affect any rights you may have under applicable consumer law.

Holistic treatments

If your complaint relates to a holistic treatment, it will be handled sensitively and confidentially. Where a relevant professional or training body's complaints process applies, I will provide details where appropriate.

Confidentiality

Complaints will be handled as confidentially as possible. Information will only be shared where necessary to investigate the concern, meet legal or professional obligations, address safeguarding concerns, or obtain appropriate advice.

My commitment

Making a complaint will not result in you being treated unfairly or adversely. All concerns and complaints are taken seriously, and feedback is used to reflect on and improve the services and products provided by Brambleside Holistics.