

MAKING A FORMAL COMPLAINT

This Complaints Handling Procedure outlines the steps to escalate issues or concerns you haven't been able to resolve with your tutor. This procedure has two stages. Stage one allows Head Office to review your complaint. We aim to assess the facts fairly and find a mutually agreeable solution. If you're dissatisfied with our final response, you can proceed to stage two.

Stage two allows for an independent review by an external redress provider. Head Office and your tutor will work with both parties to resolve the issue.

STAGE ONE - Internal Review

If you cannot resolve your complaint with your tutor, please submit your complaint in writing. This ensures we fully understand your concerns. Please provide as much detail as possible, including:

- The training centre and tutor involved.
- The course you were taking.
- Specific instances where you believe we haven't met expected standards.
- Your desired resolution.

You can write to us at: Holistic Zone Training Academy, 13 Hounslow Close, Poole Dorset BH15 4BX or email info@holisticzonetraining.co.uk

We will acknowledge your complaint within three working days. We will investigate, including contacting the tutor, and provide a summary of our findings within 15 working days of acknowledgement. If you remain unsatisfied, you can contact us again, and we will have a further 15 working days to provide a Final Response.

STAGE TWO - Independent Review

If you are still dissatisfied after our Final Response, or if eight weeks have passed since your initial written complaint, you can escalate your complaint to an independent redress provider. The appropriate provider depends on your status (business or consumer) and the nature of your complaint.

- **For Businesses:** The Mediation Company provides mediators for small and medium-sized businesses (SMEs), family-run businesses, charities, NGOs, and larger firms. This service is available on a case-by-case basis with mutual agreement. Contact details: Unit 207, Business Design Centre, Upper Street, Islington, London N1 0QH. Tel: 0800 294 97 87.
- **For Consumers:** Depending on the service type, the following independent redress providers may be available:



- **Financial Ombudsman Service (FOS):** The FOS is a free service for consumers and considers complaints under the Financial Services and Markets Act 2000 and the Consumer Credit Act 2006. They also consider complaints from small businesses with an annual turnover under £1 million. Referrals must be made within six months of our Final Response
- **International Authority for Professional Coaching & Mentoring ("the IAPC&M").**
<https://coach-accreditation.services/complaints-training-providers/>

We hope this procedure clarifies how to escalate unresolved issues. It outlines the steps we take upon receiving a formal complaint and your options if you're dissatisfied with our findings. If you have questions, please email info@holisticzonetraining.co.uk.