

Connected Kids Ltd Complaints Procedure

Introduction

Connected Kids Ltd is committed to delivering a quality service at all times. However we do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of the service you receive from Connected Kids Ltd we would like to hear from you. Equally, if you are pleased with the services offered, or have a suggestion on how we might improve our services, do let us know.

We need to know the exact nature of your complaint. Please provide as much information as possible about the service provided, the individuals or department involved and why you felt the service we offered did not meet your expectations.

How to lodge a complaint

You can make your complaint in whatever form is most convenient to you. You can telephone and speak to the Director, Lorraine Murray. Alternatively you can write to or email us at:

Connected Kids Ltd, 44 St Ronan's Terrace, Innerleithen, EH44 6RB

Tel: 0131 6188953

Email: info@teachchildrenmeditation.com

If you telephone us, the complaint will be logged. We will attempt to resolve the issue for you. If you are not satisfied with the response you receive at this stage you can submit a formal complaint in writing.

If your complaint is in writing (including email) we will acknowledge it by return and pass it to the relevant senior member of staff.

It is our intention that complaints will be responded to within seven working days. If a full response cannot be given within seven working days you will be informed of the progress being made with your complaint.

The Managing Director accepts full responsibility for effective complaints handling.

In all cases we will treat your correspondence in strict confidence, with fairness and objectivity.

Connected Kids Ltd takes every complaint and suggestion seriously. We systematically record the complaints received and the subsequent actions taken. The number of complaints, their nature and the speed with which they are dealt with are all monitored.