Hope for Health

Support, Complaints Procedure and Compliments

Last updated October 2023

I am a sole trader, and I aim to work in partnership with you at all times, however I want you to know that if you have a complaint you do not feel we can resolve by simple face to face or telephone discussion, there is a procedure in place.

If you wish to make a formal complaint I request that you do this by email so that we both have a full audit trail of the complaint, the responses and the resolution. If we are unable to resolve things easily I will seek mediation and advice through my Indemnity Insurers, who will usually find a way through for both of us. Although these are not a legal requirement for coaching and advice services I have chosen to use this model as I am comfortable with it from having to have it in my medical career.

If you wish to compliment me on any of my services or actions I would also very much appreciate it if this was written as I am then able to use it in my appraisals, updates and with your permission may add it to my website as a testimonial.