

## Complaints Procedure

### Flourishh by 2H Ltd – Edu-Therapy Complaints Handling Policy

#### Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact in the first instance the Office Manager either via email: [office@edu-therapy.uk](mailto:office@edu-therapy.uk) or by post at:

Edu-Therapy Certification Training  
Owlswick, Grafham Road  
Ellington  
PE28 0AF

Please put all the details in writing. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain Edu-Therapy™ Solutions Canada (details on how to do this can be found at the bottom of this document).

#### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve speaking to the member of staff who acted for you and the Office Manager checking your file and database details.
3. The Office Manager will then write to you in response to your complaint with their findings and a resolution, if you do not accept this resolution your complaint will be forwarded to the Managing Director.
4. The Managing Director will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 28 days of sending you the acknowledgement letter.
5. Within three days of the meeting, she will write to you to confirm what took place and any solutions she has agreed with you.
6. If you do not want a meeting or it is not possible, she will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for our independent mediation partner Lloyd Larose Jones to review the decision.
8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
9. If you are still not satisfied, you can then contact Edu-Therapy™ Solutions as below:  
21 McCall Street  
Simcoe, Ontario  
Canada N3Y 2C5  
+1 519.586.8825  
[admin@edu-therapy.net](mailto:admin@edu-therapy.net)