8. Complaints procedure

CLIENT-SHAREABLE PROPOSED POLICY

We welcome concerns and aim to resolve them fairly and promptly. Raising a concern will not affect a participant's ability to request support or exercise legal rights.

Contact Karen Johal at admin@empoweryourselfcoaching.com or 07833 747876. Include the workshop/date, what happened, its impact and the outcome you seek. Please avoid unnecessary third-party personal information. We can discuss another accessible way to raise a complaint.

For immediate safety concerns, speak to the facilitator or venue contact immediately; use emergency services where necessary.

Process

1. Acknowledge within three working days, identify immediate safety needs and record the issue securely.

2. Review relevant evidence, speak fairly to those involved and protect confidentiality on a need-to-know basis. Do not promise secrecy that prevents proper investigation.

3. Aim for a substantive written response within ten working days. If more time is needed, explain why and give a revised date.

4. Explain findings, reasons and any appropriate remedy, such as correction, apology, revised materials, replacement delivery or refund where justified. Do not promise outcomes before investigation.

5. If dissatisfied, ask for reconsideration within 20 working days where possible; later requests will still be considered where reasonable. Aim to respond within ten working days. Where Karen is the subject of the complaint or independence is needed, seek an appropriate independent reviewer subject to confidentiality and agreed arrangements. No external reviewer or binding ADR membership is claimed in this pack.

This process does not restrict legal rights or routes to a relevant regulator. Data concerns may also be raised with the ICO. Do not describe your own business complaint process as an insurance complaints scheme.

Internal handling

Record facts, not assumptions. Preserve original correspondence/materials and any attendance evidence. Follow insurance notification conditions for claims or potential claims promptly; a helpline call may not constitute formal notification. Seek insurer guidance before admissions, settlements or promises that could affect cover, while giving appropriate factual support and immediate safety assistance. Record lessons and corrective actions.

Complaint record: reference/date; contact and preferred communication; workshop; issue/evidence; immediate action; investigator/conflict; insurer-notification decision; findings; response dates; remedy; review/outcome; retention/review date.