



Healthier Business UK Ltd - Complaints Procedure and Report Leaflet

How We Handle Complaints

At Healthier Business UK Ltd, we are committed to delivering high service standards. If you are dissatisfied with any aspect of our services, we welcome your feedback and aim to resolve your concerns fairly and promptly.

How to Make a Complaint

You can submit your complaint through the following methods:

- **Online:** Visit our website to submit the complaint through our online form.
- **Email:** Send your complaint to info@healthierbusiness.co.uk
- **Phone:** Call our office at 0141-889-5522 to speak with a team member.

Post: You may complete the **complaint form section** below and mail or e-mail it to:

Healthier Business UK Ltd
Unit 3009, Abbey Mill Business Centre,
12 Seedhill Road,
Paisley
PA1-1JS
info@healthierbusiness.co.uk

Complainant Details

- **Name:** _____
 - **Contact Details (Email/Phone):** _____
 - **Relationship to Healthier Business UK Ltd:**
(Candidate / Client / Employee / Associate)

 - **Date of Complaint:** _____
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Complaint Details

- **Description of Complaint:**
(Please provide as much detail as possible about your complaint. Include dates, times, individuals involved, and any relevant documentation.)
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- **Desired Outcome:**

(Please describe what you would like as the resolution for this complaint, e.g., an apology, further investigation, policy change, etc.)

What Happens Next?

1. **Acknowledgement:** Once we receive your complaint, we will acknowledge it within **5 working days** and provide you with a **Complaint Reference Number** for tracking purposes.
2. **Investigation:** We will fully investigate your complaint and aim to provide a full response within **20 working days**.
3. **Appeal:** If you are unsatisfied with the outcome, you may submit an appeal in writing within **10 working days** of our response.
4. **External Escalation:** If your complaint remains unresolved, you may escalate it to external regulatory bodies such as the **GMC, NMC, Ombudsman, or SEQOHS**.

Contact Information

If you have any questions or need assistance with submitting your complaint, please contact us:

- **Email:** complaints@healthierbusiness.co.uk
- **Phone:** 0141 889 5522
- **Post:**

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12 Seedhill Road,
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