



## Complaint Procedure

### 1. Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

### 2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion.

If the suggestion is something that Nick Wall Nutrition as a company needs to consider you can send it to:

[nick@nickwallnutrition.com](mailto:nick@nickwallnutrition.com)

### 3. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Nick Wall Nutrition assures clients that it will not withdraw or reduce services because someone makes a complaint in good faith.

### 4. Who can complain

Anyone affected by the way Nick Wall Nutrition provides services can make a complaint.

### 5. How you can make a complaint

You can complain:

- in person
- by telephone
- through e mail

where someone complains orally we will make a record of it.

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### **6. Anonymous complaints**

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

### **7. Responsibility**

Nicholas has overall responsibility for dealing with all complaints made about the service.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

### **8. How we handle complaints**

We will acknowledge a complaint within 3 working days

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will discuss the outcome and get back to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

### **9. Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

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A watercolor-style illustration of a slice of watermelon with a green rind and red flesh with black seeds, positioned to the right of the text.

### 10. Further steps

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Association for Nutrition (AfN) and ask for it to be reviewed.

You can contact the AfN at:

Tel: 02031989307

Website: [www.associationfornutrition.org](http://www.associationfornutrition.org)