

## **Haar Sauna Complaints and Policy Procedure**

This is our Complaints and Policy Procedure. In it you can find all of the information you need about how we deal with and manage any complaints that we receive.

Haar Sauna is committed to providing a quality service for its customers and working in an open and accountable way that builds the trust and respect of all our customers.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken.

We recognise that many concerns will be raised informally, and dealt with quickly. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

**Definition:** Haar Sauna defines a complaint as 'any expression of dissatisfaction that relates to Haar Sauna and that requires a formal response'.

**Purpose:** The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Haar Sauna's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Haar Sauna's attention within 8 weeks of the issue arising;
- raise concerns promptly and directly by email or letter to our details below;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Haar Sauna a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond Haar Sauna's control.

**Responsibility for Action:** All Staff of Haar Sauna.

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Haar Sauna maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

### **Formal Complaints Procedure**

### Stage 1

If you are unable to resolve the issue informally, you should write to us using our contact details found on the Contact Us part of the Haar Sauna website.

In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 5 working days of receipt. You should get a response and an explanation within 15 working days.