



Complaints Procedure

Effective Date: November 2023 onwards.

At Earth & Beauty, we strive to provide the highest quality of beauty and aesthetics training. We value your feedback and take all complaints seriously. This Complaints Procedure outlines the steps to follow if you have a complaint regarding our training programs or services. We are committed to addressing and resolving complaints in a fair, efficient, and transparent manner.

1. Informal Resolution:

We encourage you to first attempt to resolve your complaint informally. If you have a concern or complaint, please reach out to your trainer, course coordinator, or a member of our customer support team. They will make every effort to address and resolve the issue promptly and to your satisfaction.

2. Formal Complaint:

If your complaint remains unresolved after the initial informal resolution, you may choose to submit a formal complaint. To initiate a formal complaint, please follow these steps:

a. Submitting the Complaint: Write a detailed description of your complaint, including relevant dates, individuals involved, and any supporting documentation. Submit the complaint in writing via email or letter to our designated complaint handling contact. Include your full name, contact information, and any reference numbers or account details related to your training program.

b. Complaint Handling Contact:

Jeyda Yilmaz – Earth & Beauty Director

10 Great George Street, Weymouth, Dorset DT48NN
info.earthandbeauty@gmail.com

c. Acknowledgment of Complaint: Upon receiving your formal complaint, we will acknowledge receipt within a reasonable timeframe (typically 7-14 business days) and provide you with a reference number for future correspondence.

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This policy can also be found at www.earthandbeauty.co.uk

d. Investigation and Resolution: We will conduct a thorough investigation into your complaint. This may involve gathering additional information, consulting relevant parties, and reviewing any applicable records or documentation. We will strive to resolve your complaint as promptly as possible and will keep you informed of the progress throughout the process.

e. Communication of Findings: Once the investigation is complete, we will provide you with a written response detailing the outcome of the investigation and any actions taken, if applicable. If we require additional time to resolve the complaint, we will notify you of the reasons for the delay and provide an estimated timeline for resolution.

3. Escalation:

If you are dissatisfied with the outcome or handling of your complaint, you may request an escalation. Please address your request in writing to our designated complaint handling contact specified in Section 2(b). Your complaint will be reviewed by a senior member of our management team who will conduct a further review and provide you with a final response.

4. External Resolution:

If you remain unsatisfied with our final response, you may have the option to seek external resolution through relevant regulatory bodies, industry associations, or legal avenues, as applicable.

Please note that we will handle all complaints with confidentiality, and your personal information will only be used for the purpose of addressing and resolving your complaint.

We are committed to continuously improving our training services, and your feedback plays a crucial role in that process. We appreciate your cooperation and thank you for bringing your concerns to our attention.

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