



Corporate Customer Feedback Procedure

Advice for our Customers and Staff

In the first instance please contact:

Customer Relations and Information Governance Team

Calle Amistat 17-19

08005 Barcelona

Spain

Tel: +34-93-265-57-00 (answer phone available outside normal office hours)

Email: infom@institutlonesorensen.com

Web: <http://www.members.lonesorensenblog.com/>

Providing a Compliment

We value our staff and it is important that they know when they are doing a good job or have exceeded expectations in delivering a service. We use compliments to build on success and continue to provide excellent levels of service.

We will record details within 3 working days of receiving a compliment. When requested, we will acknowledge receipt. A senior manager will write to the local service manager, team or individual employee to acknowledge their efforts and thank them.

Making a Suggestion

When we receive a suggestion on how we could improve our delivery of a service we will record details within 3 working days. When requested, we will acknowledge receipt.

We will ensure it is passed to the relevant service for consideration

Registering a Complaint

The International Institute of Facial Reflexology, on behalf of the Chief Executive operates the below complaints process, managed by the Customer Relations Team.

Immediate Resolution and Stage 1

The local officer, on receipt of a complaint, will try to resolve the problem straight away. If prompt action cannot be taken to resolve the complaint we will record the issue as a stage 1 complaint and:

- Send an acknowledgement within 3 working days, and give a timescale for response
- Provide a response within 20 working days or if we are unable to do so an update of action taken to date
- If we have made a mistake, we will take action to put things right

Stage 2

If you are not satisfied with our response at stage 1 you may request escalation to stage 2 of the complaint procedure by writing to the Customer Relations Manager, outlining the specific issues you remain

dissatisfied with. A Customer Relations Officer will acknowledge the stage 2 request within 3 working days. The complaint documentation will be reviewed and we will either;

1. Accept the stage 2 request and an officer, independent from the service you are complaining about, will carry out an investigation. We will aim to do this within 25 working days, once a statement of complaint has been agreed with you. A complex case may take longer but we will keep you informed of the timescale;

Or

2. If it is considered that the service has not responded fully, we will refer your complaint back to the service to give them the opportunity to review their response; you will receive a further reply either from the Customer Relations Team or direct from the service within 15 working days of our acknowledgement.

Or

3. If Lone Sorensen is confident that it has followed policy, procedure and legislation and that you have not been unfairly disadvantaged we will not progress your complaint to stage 2. At this point you may, if you wish, raise your complaint with the Local Government Ombudsman.

Stage 3

If you are dissatisfied with our response at stage 2 or our decision not to progress to stage 2, we will refer you to the Local Government Ombudsman, our regulatory body. You may contact the Local Government Ombudsman at any time but it is usual for her to allow Lone Sorensen to consider your complaint first.

Defensor de las Personas (Local Government Ombudsman)

Passeig de Lluís Companys 7

Fax: 933 013 187

Email: sindic@sindic.cat

Web: <http://www.sindic.cat>

Mediation

The International Institute of Facial Reflexology promotes early resolution for our customers and acknowledges the benefits of mediation, a non-confrontational, voluntary resolution process. We have a small expert team of mediators who are skilled at reaching positive solutions as an alternative to the formal complaints process. Opting for mediation does not affect your right to enter the complaint process at any time and we would be pleased to discuss this option with you.

Putting things right:

If we make a mistake, we will apologise and try to take some practical action to put things right. We may ask you to suggest what you would like us to do. We will always try to put you back to the position you would have been in but for our mistake. We will also try to ensure that the same mistake does not happen again.

We may decide that one or more of the following can be done to put things right:

- Provide or change a service to the customer
- Provide an explanation or information to the customer
- Review customer literature (leaflets, website, posters and so on)
- Review a policy or procedure
- Arrange training or guidance for employees
- Give a refund in appropriate circumstances

The International Institute of Facial Reflexology values its customers and staff, recognizing that both deserve to be treated with dignity and respect. Our customers will not receive any unfavorable treatment as a result of making a complaint.

January 2015