



Natural Balance Holistics

Complaints procedure

We at Natural Balance Holistics, and all branches thereof, strive to provide the best at all times. Occasionally you may feel we have provided less than the best, in which case we would like to know so we can rectify this as quickly as possible.

We have comment cards at each site to allow you to (anonymously if you prefer) let us know about your experiences with us. This can be used for praise as well as constructive criticism. We actively encourage this as we love to put these testimonials on the website!

If you feel that a comment card will not be suitable for your complaint or problem, the first point of contact would be the therapist and/or teacher you are seeing. This can be done in person, by phone, or email.

If you would rather speak to someone higher up then please see details below:

Daniel Stephens, Owner, Teacher and Therapist:

email: naturalbalanceholisticsuk@gmail.com (please make subject FAO: Daniel Stephens)

phone: 07772204275

We will get back to you within 48 hours. Although, we can't guarantee the issue will be resolved that fast.

If you are still unhappy with the outcome please let us know and we will escalate your complaint to the relevant person at our governing body who will take over the complaint.



I'm a registered therapist, so you know I'm qualified and insured