

IPHM ACCREDITATION

Complaints Procedure

Effective Date: 01/09/2026**Business Name: Fae Therapies**

1. Purpose

The purpose of this policy is to ensure that any concerns, feedback, or complaints raised by my Holistic clients or 1-1 Reiki students are handled fairly, calmly, and efficiently. As an independent practitioner, I am fully committed to providing a high-quality, professional, and sacred experience. If something does not meet your expectations, I want to hear about it so I can look into the matter, resolve it smoothly, and continuously improve my services.

2. Scope

This procedure applies to all persons accessing or engaging with Fae Therapies including:

- Holistic Treatment Clients
- 1-1 Reiki Learners and trainees undertaking spiritual training
- Visitors and Prospective clients or Students inquiring about my therapies or courses via my website or direct contact

3. Definitions

3.1. Complaint: An expression of dissatisfaction or concern relating to services, conduct, decisions, standards, communication, or processes.

3.2. Complainant: The individual submitting the complaint.

4. Raising a Complaint

4.1. Informal Resolution: I always aim to provide a nurturing and high-quality experience, but if you have a concern, I encourage you to speak with me directly as soon as possible. Many minor issues or misunderstandings can be resolved quickly and happily through an informal chat. You can raise a concern informally by talking to me at the end of your session, calling me, or sending a gentle email to carla@faetherapies.co.uk. I will listen to your feedback openly and work with you to find a warm, fair solution straight away.

4.2. Formal Complaint: If the matter cannot be resolved informally, or if the concern is serious in nature, a formal written complaint may be submitted. To submit a formal complaint, please email me directly at carla@faetherapies.co.uk. To help me investigate and resolve the issue as quickly and fairly as possible please include the following details in your email.

- Your full name and contact details.
- The date and time of your treatment or Reiki training session.
- A Clear description of your concern or what occurred.
- Any specific outcomes or resolutions you are hoping for.

4.3. Submission Requirements: Any formal written complaints must be submitted directly to my email address carla@faetherapies.co.uk. I will send you an email acknowledgement within 3 working days to confirm it has been safely received and is being looked into.

5. Complaint Review Process

5.1. Investigation timeline and outcome. I will thoroughly investigate the details of your concern by reviewing my treatment notes, training logs, or booking records. I aim to complete my investigation and provide you with a full, formal written outcome via email within 14 working days of my initial acknowledgement.

6. Right to Appeal

If you are not satisfied with the formal written outcome of my investigation, you have the right to submit an appeal. Because I operate my practice independently, any formal appeals must be escalated externally to my professional accreditation body, the International Practitioners of Holistic Medicine (IPHM). You can contact them directly via their official website (iphm.co.uk) or by emailing them at info@iphm.co.uk. I will fully cooperate with any independent review conducted by the IPHM board.

7. Confidentiality

Information relating to complaints will be managed in confidence, and only shared with those directly involved in helping me handle or resolve the matter. (such as my insurance provider)

8. Protection From Retaliation

I am committed to providing an honest, supportive, and open space. No client or 1-1 Reiki student will ever be treated unfairly, disadvantaged, or penalized for raising a genuine concern or complaint in good faith. I welcome your open feedback as a valuable tool to help me maintain the highest standards of care and professionalism in my practice.

9. Training & Awareness

As a solo practitioner, I ensure that I am fully aware of my responsibilities under this policy. I keep this complaints procedure up to date and readily accessible to all clients and 1-1 Reiki students via my website and upon request, ensuring complete transparency in how concerns are handled.

10 Review of Procedure

I review this complaints procedure at least once a year to ensure it remains accurate, effective, and fully aligned with current legal requirements and best practices for my holistic and training services

Last Reviewed: September 2026

11. Contact Information

Name / Role	Carla Small Data controller and Founder
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