



## **Solace Sauna Complaints Policy and Procedure**

At Solace Sauna, we are dedicated to providing the highest quality service to our customers and aim to foster trust, transparency, and respect in all interactions. This Complaints Policy outlines how we handle and manage any complaints that may arise. Your feedback helps us improve our service, and we are committed to resolving complaints effectively and fairly.

### **Our Commitment**

We believe that by listening to and addressing our customers' concerns, we can continue to enhance our services. We encourage feedback, both positive and negative, and are focused on rectifying any issues. We aim to ensure that:

- Making a complaint is straightforward and accessible.
- Complaints are treated as an expression of dissatisfaction that requires immediate attention.
- All complaints are dealt with promptly, courteously, and, when necessary, confidentially.
- Our response is appropriate, whether that involves an explanation, an apology if we've made a mistake, or information on any corrective action we've taken.

We acknowledge that many issues can be resolved informally and quickly. However, if a matter cannot be addressed satisfactorily through informal channels, we offer a formal complaints process to ensure a thorough and fair resolution.

### **Definition**

Solace Sauna defines a complaint as "any expression of dissatisfaction regarding Solace Sauna's service or staff that requires a formal response."

### **Purpose of the Complaints Procedure**

Our formal complaints procedure is designed to ensure that all complaints are handled fairly, consistently, and, where possible, resolved to the satisfaction of the customer.

### **Solace Sauna's Responsibilities**

When we receive a formal complaint, we will:

- Acknowledge your complaint in writing.
- Respond within a specified timeframe.
- Address the complaint reasonably and sensitively.
- Take action where appropriate to rectify the issue.

### **Customer Responsibilities**

When raising a complaint, we ask that you:

- Submit your complaint in writing within 8 weeks of the issue arising.
- Clearly outline the problem, including any actions already taken to resolve it.

- Allow us sufficient time to address and investigate the complaint.
- Recognise that some factors may be beyond our control.

### **Confidentiality**

We will treat your complaint with confidentiality wherever possible. However, in some cases, it may not be feasible to maintain full confidentiality due to the nature of the issue. Should this occur, we will inform you and explain why it is necessary to share information.

### **Formal Complaints Procedure**

#### **Stage 1: Filing a Complaint**

If your issue cannot be resolved informally, we invite you to submit a formal complaint. To do so, please write to us using the contact information available on the "Contact Us" section of the Solace Sauna website or via the following methods:

- **Email:** [info@solacesauna.co.uk](mailto:info@solacesauna.co.uk)
- **Website:** [www.solacesauna.co.uk](http://www.solacesauna.co.uk)

Your written complaint should include:

- The specific details of your complaint.
- How the issue has affected you.
- What remedy or outcome you are seeking.

We will acknowledge receipt of your complaint within 5 working days. You will receive a full response and explanation of any actions we are taking within 15 working days of us receiving your complaint.

#### **Stage 2: Escalation**

If you are dissatisfied with the outcome of Stage 1, you may escalate the complaint. To escalate, please write again, clearly stating why you are unsatisfied with the initial response. We will review the case again and aim to provide a further response within an additional 10 working days.

#### **Additional Information for Sauna Use**

If your complaint is related to our mobile sauna service, please note that we will also consider:

- Health and safety matters.
- Equipment and service functionality.
- Staff conduct during service delivery.
- Cleanliness and hygiene standards.

We will thoroughly investigate any complaints regarding our sauna operations and take corrective actions where necessary.



### **Ongoing Communication**

We value open communication throughout the complaints process. If we need more time to investigate your issue or if there are delays, we will keep you informed of the progress and explain any reasons for the delay.

### **Feedback and Continuous Improvement**

At Solace Sauna, we view complaints as a valuable source of information to help improve our services. We regularly review all complaints and feedback as part of our commitment to continuous improvement.

### **Exceptional Circumstances**

While we strive to maintain confidentiality, there may be situations where this is not possible, such as when the law requires disclosure. In such cases, we will explain the circumstances to you.

### **Conclusion**

We are dedicated to resolving any issues in a fair and timely manner. If you have any questions about this policy or require clarification, please do not hesitate to contact us.

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Solace Sauna is committed to handling all complaints professionally and ensuring that customer satisfaction remains our top priority. We appreciate your feedback and the opportunity to improve your experience.