

MK Clairvoyants (including Healing the Soul Training)

Complaints Procedures

We aim to provide the highest quality of Clairvoyance and Training that welcomes all individuals into our warm and friendly environment. However, if you do have a problem with us, there is a three-stage procedure to follow.

First, if a problem arises you should come and speak to ourselves and we will hopefully be able to resolve the issue in an informal friendly manner.

If you are not satisfied with the outcome the second stage would involve putting the complaint into writing which would then be stored confidentially in line with our Privacy Policy. We will then consider your complaint and respond appropriately in writing. We will inform you of the outcome within 20 days of receiving the complaint.

For those of you who wish to make a complaint regarding ourselves, the third stage involves you contacting the relevant bodies who regulate our work. All complaints should be done in writing to: -

- The Corinthian's Church and Healing Association, 15 London Road, Hailsham, East Sussex BN27 1EB
- Institute of Spiritualist Mediums, 15 Balgores Lane, Gidea Park, Romford, RM2 5JT
- UK Reiki Federation, Suite 437, 4th Floor Davis House, Robert Street, Croydon, CR0 1QQ
- The Spiritualist National Union, Redwoods, Stansted Hall, Stansted Mountfitchet, Essex, UK. CM24 8UD
- The Federation of Holistic Therapists (FHT) 18 Shakespeare Business Centre, Hathaway Close, Eastleigh, SO50 4SR
- The Hypnotherapy Association, 14 Crown Street, Chorley, Lancashire PR7 1DX
- United Spiritualists, c/o Wimbledon Spiritualist Church, 136 Hartfield Road, Wimbledon, SW London SW19 3TG

They will then respond in writing in accordance with their Disciplinary Procedures.

All complaints are dealt with in a professional manner and all information is kept in the strictest of confidence and in a fair and non-judgemental way.

This policy will be reviewed on a yearly basis and in line with the relevant rules and policies from the accrediting bodies whom we are members of.

Signed: M. GROGAN / K. GROGAN

Date: 1/5/2020