

Complaints Policy

Life After Trauma Therapy Ltd is committed to providing a professional and respectful service.

Purpose

This policy ensures complaints are handled fairly, promptly, and transparently.

How to Raise a Complaint

Complaints should be submitted in writing via email.

Process

Complaints are acknowledged within 7 working days and responded to within 28 days where possible.

Outcome

You will receive a written response outlining findings and any actions taken.

Confidentiality

Complaints are handled confidentially in line with data protection requirements.

Life After Trauma Therapy Ltd

Station Business Centre

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