



Wellbeing Nutrition

Complaints Procedure

Complaints Handling Policy

Our complaints policy

Wellbeing Nutrition is committed to providing a high-quality nutrition advice and consultancy service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our service.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to The Association for Nutrition.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This may involve speaking to any witnesses and a fellow Registered Nutritionist
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. You may bring someone to the meeting for support and there may be another Registered Nutritionist at the meeting.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions that were discussed and potentially agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a fellow Registered Nutritionist to review our decision
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Association for Nutrition via email at professional@associationfornutrition.org or by telephone on 020 3795 8823 quoting my registration number 11514. Please contact them within a month of receiving our final letter.

Contact details:

Beverley@wellbeingnutrition.co.uk