



## Complaints Procedure

At The Corneotherapy Consultant™, we are dedicated to delivering high-quality education and support. If you have concerns or are dissatisfied with any aspect of our online courses, please follow the procedure outlined below:

### 1. Informal Resolution

We encourage you to initially address your concerns directly. Please contact Maria Ryott-Byrd at [maria@thecorneotherapyconsultant.co.uk](mailto:maria@thecorneotherapyconsultant.co.uk). It is our hope that a quick and amicable resolution can be achieved in this way.

### 2. Formal Complaint Submission

If the issue remains unresolved after informal discussions, you may proceed with a formal complaint:

- **Submission:** Write a detailed complaint and send it to [maria@thecorneotherapyconsultant.co.uk](mailto:maria@thecorneotherapyconsultant.co.uk)
- **Details to Include:**
  - Your full name and contact information.
  - The specific course or module in question.
  - A clear and concise description of the issue.
  - Relevant evidence supporting your complaint (e.g., emails, screenshots).
  - Your desired outcome or resolution.

### 3. Acknowledgment and Investigation

- **Acknowledgment:** You will receive an acknowledgment of your complaint within **5 working days**.
- **Investigation:** Given the sole tutor structure, an independent third party will be appointed to review the complaint to ensure impartiality.

### 4. Resolution and Response

- **Outcome:** A written response detailing the findings and any proposed actions will be provided within **15 working days** of acknowledging the complaint.
- **Delays:** If more time is required, you will be informed with an updated timeline.



## 5. Escalation Process

If you are dissatisfied with the resolution:

- **External Review:** You may escalate the complaint to an external body or mediator. For instance, This course is accredited by Habia, who have an established complaints procedure. Alternatively, you can seek guidance from consumer protection agencies.

**Note:** It's essential to maintain records of all communications throughout this process. We are committed to addressing all complaints with the utmost seriousness and will utilise feedback to enhance our services continually.

For any questions regarding this procedure, please contact Maria Rylott-Byrd at [maria@thecorneotherapyconsultant.co.uk](mailto:maria@thecorneotherapyconsultant.co.uk)