

# Guidance on Making a Complaint

## How to complain

If you are unhappy with the service provided by Bodycare Clinics Limited, you can make a complaint by:

- Email - [complaints@bodycareclinics.com](mailto:complaints@bodycareclinics.com)
- By post. Please write to us at:  
Bodycare Clinics Limited  
CBX Central  
Unit 5  
4 Silver Fox Way  
Cobalt Business Park  
NE27 0QJ
- Telephone - 03335772377, Monday to Friday 9am to 5pm.

Please inform us if you need any extra support.

## Who can make a complaint

A complaint can be raised by:

- Claimant
- Instructing Party
- Third Party
- The named litigation friend or any person with written or verbal consent of the claimant
- Experts or their secretary, if instructed by Bodycare Clinics Limited
- Any other party or persons instructed by Bodycare Clinics Limited or authorisation has been provided.

## What to expect

If you are unhappy with our service, a free of charge complaint can be made.

All complaints will be dealt with fairly and with an open and transparent approach.

Upon receiving your complaint, an internal investigation will be completed. During this process we may contact you, your Instructing Party or instructed expert to obtain further information.

A response will be provided in order to resolve your complaint, which will include a description of the results of our investigation and details of how to appeal if you are dissatisfied with the outcome.

## Resolving a complaint – Time Frames

We aim to acknowledge your complaint within 1 working day of receiving the complaint.

We deal with all complaints in a timely manner and we aim to resolve your complaint within:

- Service Related Complaints – Complaints relating to Bodycare Clinics Limited service will be internally investigated and a prompt response will be provided. It is expected that responses are provided within two to five working days.
- Finance Related Complaints – Complaints relating to finance will be investigated and referred to the Team Manager. It is expected that responses are provided within ten working days.
- Expert Related Complaints – Complaints relating to the service of experts will be investigated by making direct contact with the expert. It is expected that responses are provided within ten working days.

## Unacceptable Behaviour

Whilst we aim to handle and resolve all complaints, we may be unable to proceed with your complaint due to:

- a) Aggressive or abusive conduct i.e.
  - Yelling, swearing or screaming
  - Sexual or personal attack or attack of protected characteristics
  - Threats including intimidation
- b) Unreasonable demands
- c) Inappropriate conduct or demands