



Complaint Policy

At TW Perfection, I am dedicated to providing exceptional service and maintaining the highest standards of care for my clients. Your feedback is invaluable in helping me improve and deliver the best results. This policy outlines how complaints are handled to ensure fairness and transparency.

1. How to Raise a Complaint

- Complaints can be submitted verbally, in writing, or via email :
tracey@twperfection.co.uk

Please include:

- A clear description of the issue.
- The date it occurred.
- Any supporting details or evidence.

2. Acknowledgment and Initial Response

- I will acknowledge your complaint within **3 working days** of receipt.
- If the matter can be resolved informally, I will aim to address your concerns promptly.

3. Investigation and Resolution

- As the sole practitioner and director, I will personally investigate all complaints to ensure a fair and thorough review.
- You will receive a written response within **10 working days**, outlining my findings and any proposed resolution.

4. Continuous Improvement

- I take all complaints seriously and view them as opportunities to enhance the quality of my services and treatments.