

Updated: 1 December 2023

OUR 3 C'S POLICY



COMPLIMENTS, CONSTRUCTIVE FEEDBACK AND IN CASE YOU HAVE A COMPLAINT!

We take pride in our approach to listening, while we are delivering our conversation services to our clients and outside of our dens too. Our approach is to ask our clients, colleagues and partners “What Would You Like to Have Happen” and “What Do You Need”. These questions are at the core of Wild Wolf Wellbeing, and it helps us to listen, respond and continually **EVOLVE WITH YOU!**

SCOPE OF THIS POLICY :

This policy details out our processes with regard to Compliments, Constructive Feedback and Complaints (“the 3 C’S”). If you need any help with this policy please reach out to us at Listen@wildwolfwellbeing.com.

(1) - COMPLIMENTS :

At Wild Wolf Wellbeing, we strive to ensure that your experiences with us are positive and satisfactory as we truly have your best interests at heart. During and after receiving our services, we do offer our clients the chance to share their compliments for the services they receive - if they feel that they are worthy of compliments. There is no pressure for a client to provide compliments for our services, but are we very grateful when they are received as each compliment received may just help another person gain the courage to reach out and ask to start their own Conversation journey.

(2) - CONSTRUCTIVE FEEDBACK :

We are an empathetic business that wishes to grow with our clients. A business that from the moment we launched made the decision to listen to constructive feedback from clients, and anyone who had words they wanted to share. Every word received is collated and we go back to the drawing board, and we see what we could change to meet our client's needs. If we are not delivering the service you want, or in the way you wish it to be...then open the conversation with us today to see if we can **EVOLVE FOR YOU!**

**3 WAYS TO SHARE
YOUR STORY,
COMPLIMENTS &
CONSTRUCTIVE
FEEDBACK**

1

Complete Our Online Form

2

Request a Call Back to Talk

3

Email: Listen@wildwolfwellbeing.com



wildwolfwellbeing.com



listen@wildwolfwellbeing.com

Wild Wolf Wellbeing Ltd

Registered Office:
Natural Health Clinic, Rue Maze,
St Martins, Guernsey, GY4 6NS

Registered Number: 71508

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(3) - COMPLAINTS :

It is our hope that it will be a rare case that you may need to make a genuine complaint, but if you do - please do not hesitate to reach out to us. **In life, everyone makes mistakes at some point along the road, but if we never hear we made them...how can we ever make it right, and how can we ever make sure it never happens again?**

We take all complaints seriously and will do everything in our power to correct the situation and reach a satisfactory outcome for all concerned. If you file a complaint, we will make sure that the process we follow to resolve it is fair to everyone involved including staff, clients of Wild Wolf Wellbeing, and persons who made the complaint.

- Ensure that everyone, regardless of age, ability, gender, race, belief, or sexual orientation, are able to access the process.
- That filing a complaint will not harm or affect the quality of the service provided to the complainant.
- That complaints are handled effectively and are thoroughly examined.
- Ensure that complainants are given adequate support and are treated with respect and decency throughout the complaint-handling process.
- If possible, a prompt and appropriate response to complaints that includes the findings of any investigations is given; action is then taken as needed in light of the findings.

3 WAYS TO SHARE YOUR COMPLAINT WITH US

- 1 Complete Our Online Form**
- 2 Request a Call Back to Talk**
- 3 Email: Tim@wildwolfwellbeing.com**

IF YOU NEED TO ESCALATE ONE OF THE C'S:

If you have a query, would like to make any comments or suggestions or have a genuine complaint please contact us as soon as possible by writing to:

Wild Wolf Wellbeing Ltd, The Natural Health Clinic, Rue Maze, St Martins, Guernsey, GY4 6NS

Or alternatively email our founder Tim directly to escalate - tim@wildwolfwellbeing.com

If your complaint is regarding Tim, you may escalate to david@wildwolfwellbeing.com