

Complaints procedure



Kwintessence

A complaints procedure is in place. Complaints and disagreements between the contractor and clients shall be solved amicably. If this is not possible, either party may seek access to Dr. Suzanne Miller-Delaney, who will seek to mediate and take a binding decision within 4 weeks of the complaint / disagreement being brought to her knowledge. Either party shall seek to take corrective action within 4 weeks. The complaints procedure is confidential. Dr. Miller-Delaney shall keep records of the complaints procedure for up to 1 year after the procedure being finished.

Contact details:

Dr. Suzanne Miller-Delaney

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