

**Karla Perentin, MBAC**

## **Complaints Procedure**

If you have a complaint or any concern about any aspect of your treatment, please let me know as soon as possible. Please let me have full details of your complaint or concerns and I will undertake to treat them seriously, deal with it promptly and learn from it, if appropriate, improving my standards.

Make your complaint to me either in person, by phone or by email ([ask@natureheals.co.uk](mailto:ask@natureheals.co.uk))

I will investigate your complaint during the next few days and will aim to:-

1. Find out what happened and what went wrong
2. Make sure you receive an explanation and an apology if appropriate
3. Identify what I can do to ensure that this problem does not arise again



If you are dissatisfied with my response or you are uncomfortable about complaining to me directly, you can contact the British Acupuncture Council. You can make a formal complaint. Contact details are: By email: [ethics@acupuncture.org.uk](mailto:ethics@acupuncture.org.uk), by phone: 02087351205 by fax: 02087350404, by post: The Ethics Department, The British Acupuncture Council, 63 Jeddo Road, London, W12 9HQ