

Parent Cloud Ltd Complaints Policy

Parent Cloud Ltd (the Company, which also incorporates Wellness Cloud), is a company registered in England and Wales under registration number 11797795 of the following registered address: 28 Lower Green Road, Esher, England, KT10 8HD.

Purpose

The Company views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
 - To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
 - To make sure everyone at The Company Knows what to do if a complaint is received.
 - To make sure all complaints are investigated fairly and in a timely way.
 - To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
 - To gather information which helps us to improve what we do
- Definition of a Complaint A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Company.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in/contract with The Company and or their subcontractors. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use the Discipline and Grievance policies.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility & Review

Overall responsibility for this policy and its implementation lies with the Managing Director.

This policy is reviewed regularly and updated as required. Written complaints may be sent to The Company at aurab@the-wellness-cloud.com. Verbal complaints may be made by phone to or in person to any of the Company's staff.

Receiving Complaints

- Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have. Complaints received by telephone

or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to The Company for example: client, neighbours, consumers etc.
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Complaints Manager **within 48 hours**.

On receiving the complaint, this is recorded into the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged by the person handling the complaint within a week.

The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive **reply within four weeks**.

If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is further reviewed at Director level. At this stage, the complaint will be passed to the Managing Director. The request for Director's level review should be acknowledged **within a week of receiving it**. The acknowledgement should say who will deal with the case and when the complainant can expect a reply. The person who receives Stage Two complaints may investigate the facts of the case themselves or delegate a suitably senior person to do so.

This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening. Ideally complainants should receive a definitive reply within two weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result

of the complaint. The decision taken at this stage is final, unless the Directors decides it is appropriate to seek external assistance with resolution.

External Assistance with Resolution

An independent external party may be retained to legally and objectively review the complaint and offered resolution/decision. They shall be paid for by both parties in equal shares and their decision will be sought prior to any court proceedings are sought in a final attempt as dispute resolution.

Variation of the Complaints Procedure

The Directors may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Managing Director should not also have the Managing Director as the person leading a Stage Two review. This Complaints Policy is reviewed annually by: Laura Bell.

Contact can be made via: laurab@the-wellness-cloud.com.