



At Reconnect and Create, we are committed to providing high-quality, thoughtful, and supportive experiences for all our guests. We value feedback and take any concerns seriously, viewing them as opportunities to learn, improve, and grow. This policy explains how you can raise a complaint and how we will respond.

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## **1. Our Commitment**

We aim to:

- Listen openly and respectfully
- Treat all concerns fairly and sensitively
- Respond promptly and professionally
- Resolve issues wherever possible
- Use feedback to improve our services

We encourage open communication and will always seek to handle complaints in a constructive and supportive way.

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## **2. What Is a Complaint?**

A complaint is any expression of dissatisfaction relating to:

- Our events, retreats, or workshops
- Our services or facilities
- Staff or facilitator conduct
- Food, activities, or materials
- Communication or booking processes

This policy applies whether concerns are raised informally or formally.

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## **3. Raising a Concern Informally**

Where possible, we encourage guests to raise any concerns during an event with a facilitator.

Many issues can be resolved quickly and sensitively at the time.

You may also contact us informally by email or phone following an event.

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## **4. Making a Formal Complaint**

If you wish to make a formal complaint, please contact us in writing within **14 days** of the event where possible.

Your complaint should include:

- Your name and contact details
- The date and name of the event
- A clear description of your concern
- Any relevant supporting information

Complaints can be sent using the contact details provided on our website.

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## 5. Our Complaints Process

Once a formal complaint is received, we will:

1. Acknowledge receipt within **5 working days**
2. Review the information provided
3. Investigate where necessary
4. Respond in writing within **20 working days** wherever possible
5. Propose appropriate actions or resolutions

If additional time is required, we will keep you informed.

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## 6. Possible Outcomes

Depending on the nature of the complaint, outcomes may include:

- An apology
- An explanation
- A partial or full refund (in line with our refund policy)
- A goodwill gesture
- Changes to future practice

Each complaint is considered individually and fairly.

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## 7. Confidentiality

All complaints will be handled sensitively and confidentially.

Information will only be shared where necessary to investigate and resolve the issue.

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## 8. Unacceptable Behaviour

We expect all communication to remain respectful and constructive.

We reserve the right to disengage from correspondence that is abusive, threatening, or inappropriate.

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## 9. Learning and Improvement

We keep records of complaints to help us:

- Identify patterns
- Improve training
- Review procedures
- Enhance guest experience

Your feedback plays an important role in shaping our future services.

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## 10. Contact Information

To raise a concern or make a complaint, please contact us:

Email: [hello@reconnectandcreate.co.uk](mailto:hello@reconnectandcreate.co.uk)

Website: [www.reconnectandcreate.co.uk](http://www.reconnectandcreate.co.uk)

Phone: Hannah: 07917 583344

Marie: 07949 269149

Rodger: 07901 996088