

Complaints Procedure

Freedom of Movement: Massage & Bodywork

(Revised January 2026)

1. Our Approach

Freedom of Movement values open, respectful communication and aims to provide a safe and professional experience for every client.

If something does not feel right, you are encouraged to share this. Feedback and complaints are taken seriously and are seen as an opportunity to learn and improve.

A complaint may relate to any aspect of our services, for example:

- communication or accessibility
- appointment handling or administration
- the way a session was conducted
- how you felt treated or supported

2. Step 1 – Informal Resolution

If you have a concern, please raise it as soon as possible. Many issues can be resolved quickly and informally through open conversation.

You can share your concern:

- in person
- by phone
- by email

Whenever possible, we aim to resolve concerns **directly and promptly**.

3. Step 2 – Formal Complaint

If the issue cannot be resolved informally, you may submit a **formal complaint**.

A formal complaint should be submitted **in writing** (by email or letter) and include:

- your name and contact details
- the date or period to which the complaint relates
- a clear description of the complaint

All complaints are handled **confidentially**.

Process:

- You will receive written confirmation of receipt within **5 working days**
- The complaint will be carefully reviewed
- A written response will be provided within **4 weeks**

If more time is required, you will be informed of the reason and the expected new timeframe.

The written response will include:

- a summary of the complaint
 - our view of the relevant facts
 - a reasoned response
 - any conclusions and, where applicable, actions taken or proposed
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4. Step 3 – External Dispute Resolution (Optional)

If you are not satisfied with the outcome of the formal complaint, you may choose to submit the complaint to an independent external dispute body.

If Freedom of Movement is affiliated with a professional complaints or disputes organisation, the relevant details will be provided upon request or published on the website.

5. Record Keeping

Formal complaints and their outcomes are recorded for quality and learning purposes.

- Complaints are stored securely
 - Data is handled in accordance with GDPR
 - Complaints are retained for a minimum of **1 year** and a maximum of **7 years**, where legally required
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6. Contact Details

Formal complaints can be submitted via:

Freedom of Movement: massage & bodywork

Email: vicki@movewithfreedom.nl

KvK: 83951156

Location: *Koningsteinstraat 27, 2012 VB Haarlem*