



Complaints Policy – Renewal Hypnotherapy

Effective date: 19 June 2026

Contact email: catherine@renewalhypnotherapy.co.uk

Data Protection Contact (if different): Catherine O’Connell

1. Purpose

This policy explains how clients can raise concerns about how their personal data is handled and how complaints will be managed fairly, promptly, and transparently.

2. How to Make a Complaint

If you have a concern about how your personal data has been collected, stored, or used, please contact:

Email: catherine@renewalhypnotherapy.co.uk

Phone: 07789 871223

Please include:

- Your name and contact details
- A description of your concern
- Any relevant dates or details

You do not need to use any specific form.

3. What Happens Next

- I will acknowledge your complaint within 5 working days
- I will investigate your concern fairly and confidentially
- I aim to provide a full response within 30 days

If your complaint is complex, I may need more time. If so, I will keep you informed.

4. Outcomes

After reviewing your complaint, I will:

- Explain what happened
- Address any issues identified
- Take appropriate steps to resolve the matter
- Inform you of any actions taken

5. If You Are Not Satisfied

If you are not happy with my response, you have the right to contact the Information Commissioner's Office (ICO):

Website: <https://www.ico.org.uk>

Helpline: 0303 123 1113

I encourage you to contact me first so we can try to resolve your concern.

6. Confidentiality

All complaints will be handled sensitively and in confidence. Your information will only be shared where necessary to investigate and resolve the issue.

7. Record Keeping

I keep a record of complaints to:

- Monitor the effectiveness of this process
- Improve my services
- Meet legal and regulatory requirements

Records are stored securely and retained only as long as necessary.

8. Related Rights

This policy forms part of your data protection rights, including:

- The right to access your personal data
- The right to request correction or deletion
- The right to restrict or object to processing

9. Policy Review

This policy will be reviewed regularly and updated as required.

Last reviewed: 19 June 2026

Catherine O'Connell, Renewal Hypnotherapy