



Menopause Movement

Complaints Policy and Procedure

Menopause Movement is committed to delivering high quality service and encourages its members to inform the platform where there is cause for concern and any case for improvement in the service and/or provision.

Menopause Movement is receptive to genuine expressions of dissatisfaction. This policy explains our procedure for considering complaints and applies to all learners, as well as all parties who work in partnership with Menopause Movement.

Menopause Movement aim to handle complaints in a way that:

- Is fair, prompt, and efficient.
- Treats complaints with seriousness, sympathy, proportionality, and confidentiality.
- Facilitates as early resolution as possible.

How we will respond to a complaint:

We have two-stage service complaints handling procedure, explained below. It will help us to resolve any complaint quickly if as much clarity and detail as possible, is provided, including supporting document and the confirmation that this is a complaint. We will contact an individual if we do not have all the details required to deal with the complaint.

Stage 1:

- Complaints should be raised immediately by emailing hello@menopausemovement.co with the aim of resolving the problem directly and informally. It is anticipated that most complaints will be resolved in this way. We believe the majority of complaints are capable of being resolved at this stage (Stage 1) within 15 working days from receipt of a complaint.



- Whatever decision is reached, Menopause Movement will inform the complainant of the result of the complaint and the reasons for the decision.

Stage 2:

- Where an individual is dissatisfied with the response at stage 1, they may request a review. This will be carried out by our company director and clinical lead, Christien Bird. This request, together with all subsequent correspondence relating to it, should be emailed to christien@menopausemovement.co to be reviewed.

Remedies for a complaint

The action we take to redress a complaint can include any combination of these remedies. Our general principle is that complainants should, as far as possible, be put in the position they would have been in, had things not gone wrong. When we get things wrong, we will act to:

- Accept responsibility and apologise.
- Explain what went wrong and why.
- Make any changes required.

The remedy applied needs to be proportionate and appropriate to the failure in service and consider what the complainant is seeking.

An apology is generally the most appropriate action. Financial compensation will only apply in cases where the loss or suffering is considered to warrant such a payment, ie. in cases of actual direct, or indirect, financial loss.

In circumstances where it is decided that our action, or lack of action, has resulted in the complainant suffering direct or indirect financial loss, compensation (*not exceeding the fee paid for the course*) may be payable.



The reason for our decision will be recorded by the decision-maker and included in our response.

Where there is a genuine concern, it should be raised as early as possible to enable us to resolve the problem and to address the concern promptly.

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