

Complaints and Feedback Policy

We welcome feedback and aim to respond to complaints fairly, respectfully and without defensiveness.



How To Raise A Concern

Contact us through spacetobreathetherapy.co.uk and explain what happened, when it happened, the resource or account involved and what outcome would help. Please include only information that is necessary. You may ask someone to support you in making the complaint.

What Happens Next

We will acknowledge the concern as soon as reasonably possible, review the relevant information and let you know if more detail is needed. Straightforward issues may be resolved quickly; complex matters, safeguarding concerns or matters involving another organisation may take longer.

Fair Handling

Your complaint will be treated sensitively and will not affect your right to use the Hub, unless temporary action is needed for safety or security. Where possible, a person not directly involved in the issue will review a serious complaint.

Possible Outcomes

We may provide an explanation, apology, correction, restored access, accessibility change, refund where appropriate, content review or another practical remedy. We will explain the outcome and any further option available.

External Rights

This process does not remove your right to contact a regulator, payment provider, alternative dispute body or court where relevant. Data protection concerns may be raised with the Information Commissioner's Office.

Learning From Feedback

We may record themes and use anonymised learning to improve the Hub. Feedback can also be sent without making a formal complaint.