

# Complaints Policy

Oliver's Oasis values feedback and takes complaints seriously.

## 1. Purpose

To provide a clear and fair process for members to raise concerns about our services.

## 2. Making a Complaint

- Email [hello@oliversoasis.co.uk](mailto:hello@oliversoasis.co.uk) with details of the issue
- Include your name, contact details, and any supporting evidence

## 3. Process

- We will acknowledge your complaint within 5 working days
- A full response will be provided within 20 working days
- If further investigation is needed, we will keep you updated

## 4. Escalation

If you are unhappy with our response, you may escalate the complaint to an external body such as:

- Trading Standards (for consumer issues)
- Information Commissioner's Office (for data protection concerns)
- Citizens Advice (for general guidance)