



Bowen Training UK Office, 3 Shelley Place,
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Bowen Training UK Ltd: - Complaints Policy (2026).

1. Introduction and Purpose:

Bowen Training UK Ltd is committed to delivering a high-quality service to its members and to operating in an open, transparent, and accountable manner that fosters trust and confidence among all participants. We strive to maintain the highest standards of care and professionalism across all areas of our service provision.

To support this commitment, we recognise the importance of feedback from students and members. Such feedback plays a vital role in ensuring that our services continue to meet the needs and expectations of our students, members, and the organisation as a whole.

This policy sets out the procedures for providing feedback, making suggestions, and submitting complaints. It also outlines the appropriate points of contact and explains how complaints will be managed, investigated, and resolved.

We are committed to listening to all feedback and concerns, responding constructively to complaints, learning from them, and taking appropriate action to address any shortcomings identified.

2. Making a Suggestion: BTUK Ltd recognises that individuals may, at times, feel more comfortable making suggestions for improvement rather than submitting a formal complaint. Any individual receiving services, or any person with responsibility for a participant's welfare and wellbeing, may put forward such suggestions.

In the first instance, concerns or suggestions should be raised with the relevant instructor, either verbally or in writing (including by email or letter). The instructor will consider the matter, seek to agree an appropriate resolution with the individual, and take reasonable steps to implement the agreed outcome.

Or

Instructors will provide participants with a course evaluation form, which should be completed and returned at the conclusion of Modules 3 and 6. Alternatively, the feedback form may be accessed and completed via the QR code provided.



Feedback received will be reviewed and, where appropriate, used to inform improvements and updates to our services. Where consent has been provided, we may contact the individual to obtain further information or clarification in relation to their suggestion.

Where a suggestion relates to matters requiring consideration at an organisational level, it may be submitted directly to Bowen Training UK Ltd as the training provider for further review.:

Nickatie Morgan (BTUK Ltd - Secretary) Bowen Training UK Ltd, 3 Shelley Place, Sutton st Nicholas, Hereford HR1 3BH. Email: bowentrainingukoffice@gmail.com
Phone: 07885 990201.

3. Making a complaint:

If you are dissatisfied with any aspect of our services, it is important that you inform us. We are committed to handling complaints promptly, effectively, and in a fair and transparent manner. All complaints are taken seriously, and the information obtained through investigation is used to support continuous improvement of our services.

Complaints will be handled with sensitivity and in confidence, with information shared only with those individuals directly involved in the investigation process. Where a complaint is submitted directly to BTUK Ltd, it will be reviewed and investigated by the appropriate officials of the organisation, which may include the Chairperson, Secretary, and Treasurer.

Where either of the above-mentioned individuals is directly involved with the complainant or the matters under investigation, an alternative senior member of the committee will be appointed to conduct the investigation. The appointed individual will possess the requisite seniority, independence, and experience to address the issues raised in a fair and impartial manner.

The complainant may be accompanied or represented at any stage of the process. Should the complainant wish to appoint a representative to support them or attend meetings in relation to the complaint, this will be accommodated. However, in accordance with UK GDPR requirements, all correspondence will be directed exclusively to the complainant. Communication with a third-party representative will only be permitted where formal authorisation has been provided confirming that the representative is acting on the complainant's behalf. Such authorisation must be received and verified prior to any disclosure of information or engagement regarding the complainant's case

We offer a two-step process to making a complaint:

Step 1: Many complaints can be resolved informally through your instructor. In this instance we would ask you to contact your instructor, either verbally, using the course evaluation form, or via email. Your instructor will contact you to discuss your complaint and agree a mutually agreeable action to resolve the matter.

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Step 2: If your complaint is about Bowen Training UK Ltd, your instructor, or where you are not satisfied with the response your instructor has given when you raised the complaint informally, we ask that you contact Bowen Training UK Ltd directly:

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All complaints will be acknowledged within three working days of receipt. An initial response will be provided within seven working days, which will include the name and contact details of the individual assigned to investigate the complaint. We will keep the complainant informed of the progress of the investigation throughout the process. Where possible, we aim to conclude all complaint investigations within 28 days, unless an alternative timescale is agreed. Upon completion of the investigation, we will arrange to meet with the complainant, where appropriate, and will provide a full explanation of the findings, any actions taken, and any proposed resolutions in respect of the complaint.

NB: You can also discuss any concerns with [THE BOWEN ASSOCIATION UK – Feel Better with Bowen](#) as this is covered within your Student Membership*.